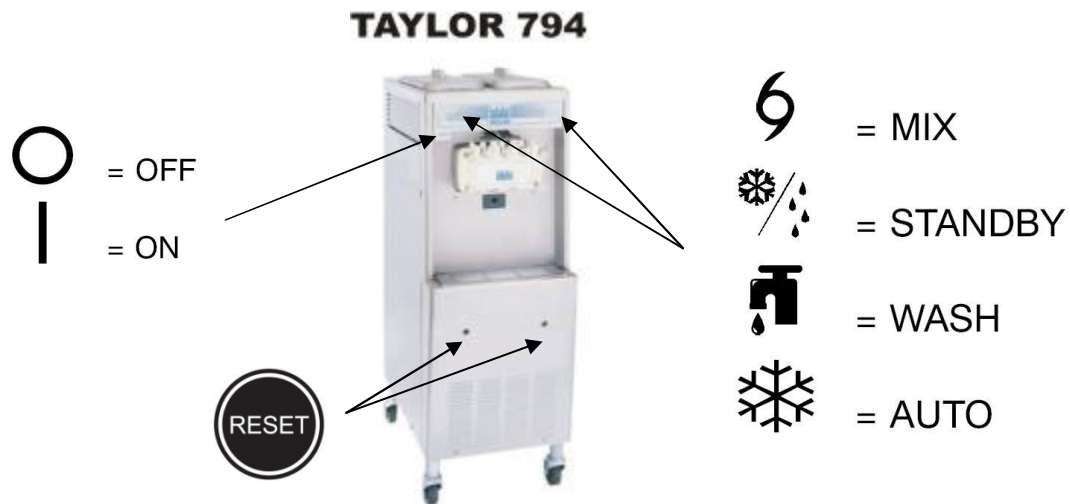




Yogurt 101

Employee Copy

Taylor Machines



Mix Ref

- The MIX REF button is the only button that controls both sides of the machine
- It is responsible for keeping BOTH hoppers cold at around 36 - 39 °F.
- The light above the button should ALWAYS be on when there is product in the hopper.

Standby

- When pressed, the STANDBY button automatically turns the MIX REF button on with it.
- It is responsible for keeping the cylinder at 36-39 degrees.
- Mostly used when machine has product in it but is not in operation.

Wash

- The wash button turns on the motor which turns the beater.
- This button does not turn on any refrigeration when pressed.
- The wash button does not involve any water running in the machine.
- Typically used in washing and drawing product out of the machine.

Auto

- When pressed, the AUTO button automatically turns the MIX REF button on with it.
- This button also activates the motor which turns the beater.
- As soon as this is on, you should hear the beater turning and after a five second delay, you should hear the compressor kicking in as well.
- The light above this button should ALWAYS be on during business operating hours.
- There should always be product inside both the cylinder and hopper when this button is activated.

Reset

- The reset buttons are located a few inches underneath the drip trays.
- Most troubleshooting problems are resolved by pressing & holding this button.
- Please refer to the troubleshooting section on how to fully utilize this function.

Machine parts and functions

Adjustable screw

- The adjustable screw is attached to the draw handles
- These screws are used to adjust how fast the yogurt comes out in a given time. This is also known as the draw rate.

Air Tube / Stand pipe

- The air tubes are designed to regulate the amount of product that goes into the cylinder for a constant/set amount of air.

Beater

- The beater is responsible for WHIPPING the product.
- When turning, the beater forces the product forward out of the machine
- It should always be running in clockwise direction.

Beater blades

- 2 beater blades are attached to each beater
- They are responsible in scraping frozen product off of the walls of the freezing cylinder.
- They are to be replaced every time they are worn out. **They can last from 1-2 weeks depending on the volume of the location.**
- If not replaced often, the consistency of your products will be runny or less frozen/soft.

Design caps

- These caps give the end product its design and shape.
- This is one of the key places that the health department checks for bad bacteria build up. Leftover yogurt residue can build up in this part and the opening to which it is attached. It is vital that these parts are to be cleaned and sanitized daily.

Draw Handle

- This is the part that customers pull to dispense product from the machine.
- This handle gets sticky frequently, and needs to be wiped numerous times daily.

Draw Valve

- When the draw handle has been pulled down, the draw valve pushes the FLAPS up and it allows yogurt to be dispensed from the machine.

Drip Tray – Inner

- The inner drip tray catches any yogurt leakage and residue inside the machine.
- This tray **SHOULD ALWAYS BE EMPTY**.
- Any yogurt leakage in the inner drip tray means that there is either a problem with the assembly of the machine or that a repair is needed.

Drip Tray – Outer

- The outer drip tray basically catches yogurt drippings and spillage from dispensing.
- These drip trays have to be cleaned & sanitized once an hour throughout the day to avoid an unclean appearance as well as an unpleasant smell in the store.

Drive Shaft

- The drive shaft is the link between the motor and the beater.
- This part undergoes a tremendous amount of friction during business operations. This part must be properly lubed to keep the machine working.

Flaps

- The flaps move up whenever product is drawn from the machine.
- This part signals the machine that it needs to make more frozen product
- As the user, you should be able to hear the compressor running whenever the flap is up.

Freezer door

- The freezer door composes of all these parts:
 - o Prime plug
 - o Prime port
 - o Draw valve
 - o Draw handle
 - o Pivot Pin
 - o Design caps
- The freezer door is plastic and therefore should have little to no moisture on it.

Freezing Cylinder

- The freezing cylinder is where frozen product is made and stored at 16-19 °F
- The freezing cylinder can hold up to 3.4 quarts worth of product (a little less than one gallon).
- Note that the wall around the cylinder is where the product freezes first.
- Each cylinder may be independent of each other but note that the temperature on one side will affect the other.

Hopper

- The hopper is where liquid product is poured in to.
- Only liquid product should be poured in to the hopper.
 - o No ice chunks should be in the hopper ever.
- Maintains temperature of the product at 36-39 °F.
- The hopper for 794 Model can hold up to 14 quarts of product (3 ½ gallons of product).
- To prevent ice build-ups around the hopper wall and to maintain product quality, freshness and consistency, it is best to have the hopper no more than half full of product at all times.

O-Rings

- Draw Valve O-Rings
- Pivot Pin O-Ring
- Prime Plug O-Rings
- Standpipe O-Rings
- All O-Rings should be replaced a minimum of once every 3 months.

Pivot pin

- This is the long pin that holds the draw handles in place once they are properly connected to the draw valves.

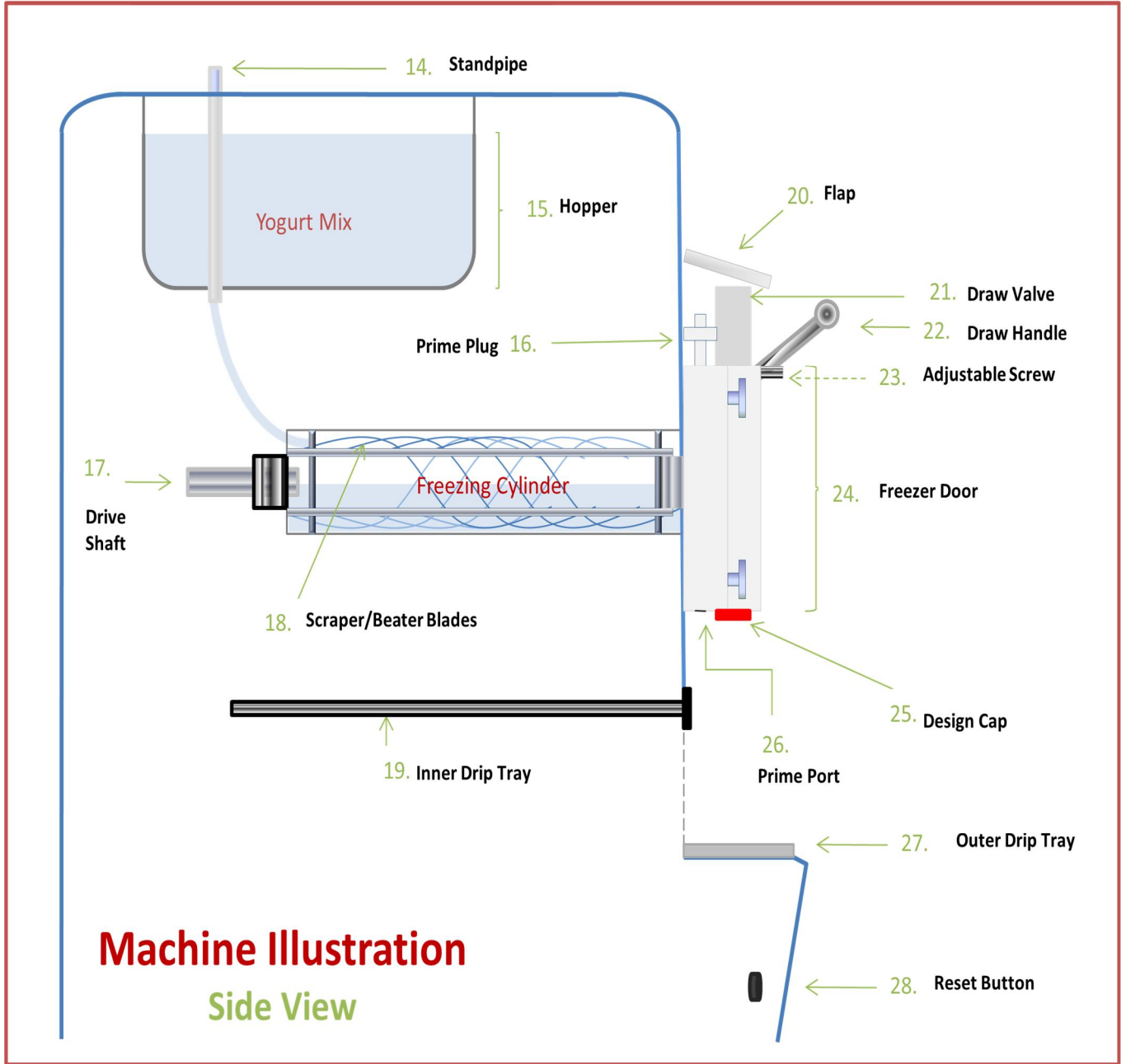
Prime Plug

- This part will be used daily for quality control purposes.
- Please see quality control section for more details.

Prime Port

- This is where the air, sanitizer and product come out when completing the priming process.

Machine Side View



Machine Illustration
Side View

Machine Operating Procedures

Cleaning schedule

- The goal of the cleaning schedule is to be able to clean and sanitize each machine a minimum of every other day.
- This schedule will determine which machines to disassemble, wash only, and leave on standby each night.
- On a designated day of the week, run the product as low as feasible for each machine and discard this product. This will reduce bacteria and possible coli form counts.
- Here is a schedule that will work both operationally as well as comply with health code standards.

Legend:

- 1) **D** Machine that will be washed and disassembled at night and sanitized in the morning.
- 2) **W** Machine that will be washed at night and sanitized in the morning.
- 3) - Machine that will be left on standby at night, and primed in the morning

DAY 1	D	D	W	W	-	-	-	-
DAY 2	-	-	-	-	D	D	W	W
DAY 3	W	W	D	D	-	-	-	-
DAY 4	-	-	-	-	W	W	D	D

Opening Procedures

1.Store Walk Through

- Turn on lights
- Fill the three-compartment sink with warm soapy water on the wash left, and cool sanitizer water on the right
- Fill the individual red sanitizing buckets with cool sanitizer water and two towels each
- Take all machines off the 'standby' mode by pressing the 'standby' button
- Put all machines into the 'wash' mode

2.Standby Machines (--)

- Verify that the standpipes in the hoppers are in the closed position with the holes up.
- Stir to mix the product in machine hoppers with clean and sanitized spatulas
- Drain into the white buckets and discard all product from the cylinder
- Prime the machines following the "priming process for standby machines" explained on the back

3.Washed Machines (W)(W)

- Drain into the white buckets and discard all product from the cylinder
- Once the cylinders are empty. Remove the Stand Pipes in the back and drain the hoppers into clean and sanitized containers. Then save the product in the cooler until you are ready to fill the machine
- Wash the machines following the "washing process" on the back
- Sanitize the machines following the "sanitizing process" on the back
- Prime the machines following the "priming process for washed and disassembled machines" on the back

4.Disassemble Machines (D)(D)

- Drain into the white buckets and discard all product from the cylinder and hopper
- Wash the machines following the "washing process" on the back
- Proceed with disassembling the machines
- Wipe off all lube from machine parts with a paper towel
- Rinse, wash, rinse, sanitize, and air dry all the parts; re-assemble the machines
- Sanitize the machines following the "sanitizing process" on the back
- Prime the machines following the "priming process for washed and disassembled machines" on the back
- Once all machines are complete change the magnets to mirror the Cleaning Schedule

5.Front of House (FOH)

- Wipe down front of yogurt machines and assemble outer drip trays and design caps
- Prepare dry topping **and** cold topping area
- Prepare a clean and sanitized container with clean topping spoons and put inside back-up topping cabinet
- Assemble berry water machine, fill with filtered water and washed strawberries
- Open up tills
- Turn on sound system
- Open the store five minutes prior to opening time
- Stock cups, spoons, napkins, and sample cups as needed
- Assemble inside lobby furniture, patio furniture, and outside umbrellas, if applicable
- Clean windows and glass fixtures

6. Priming Process for 'Standby' Machines

- Person in the front will pull up the prime plug and tell the back person to remove the standpipe to start transferring mix to the cylinder
- When the right amount of mix is in the cylinder, a steady stream of product will come out from the prime port
- When there is a steady stream, the person in the front will push the prime plug back down and tell the person in the back that the level is okay
- Person in the back will immediately put the standpipe into the mix inlet hole in the open position (hole down)
- Person in the front will put that side of the machine in the 'auto' mode to start freezing the product
- After the initial freezing cycle has completed, lift the flaps to re-engage the compressor for a second and final freezing cycle

7. Washing Process

- Take the hose reel and carefully start cleaning the hopper of the machine with cold water
- Use the big white brush to clean the sides of the hopper and the small clear brush to clean the mix inlet hole
- Knowing it is safe, turn on the main power switch to the machine and start the 'wash' mode
- Push the three draw handles all the way down to drain the water from the machine
- Keep adding more water in both hoppers until the water runs clear in the front
- After the machine is empty, turn off the wash cycle

8. Sanitizing Process

- Per hopper, fill up one white bucket with cold water up to the ridge
- Pour one packet of Kay-5 OR one 2-tablespoon scoop of Stera Sheen sanitizing powder into the bucket; dissolve using the large white brush
- Pour the solution into the hopper
- Use the big white brush to clean the sides of the hopper and the small clear brush to clean the mix inlet hole
- Knowing it is safe, turn on the main power switch to the machine and start the 'wash' mode
- Let the sanitizer work for 5-10 minutes
- Pull up the prime plug on each side of the machine to sanitize the prime port; push the prime plugs down
- Push the three draw handles down to drain the sanitizer from the machine
- After the machine is empty, turn off the wash cycle

9. Priming Process for Washed and Disassembled Machines

- Person in the back place the stand pipes in the closed position (hole up) in the empty hoppers
- For (D)(D) machines pour 2 gallons of each flavor in the sanitized hoppers
- For (W)(W) machines remove saved product from the cooler and add 1 new gallon of product to make a 50/50 mix
- Person in the front will pull up the prime plug, push down the draw handle, and tell the back person to remove the standpipe to start transferring mix to the cylinder
- A small amount of sanitizer then yogurt will dispense from the draw handle spout first
- After a small amount of yogurt has dispensed from the draw handle spout, release the draw handle
- When the right amount of mix is in the cylinder, a steady stream of product will come out from the prime port orifice
- When there is a steady stream, the person in the front will push the prime plug back down and tell the person in the back that the level is okay
- Person in the back will immediately put the standpipe into the mix inlet hole in the open position (hole down)
- Person in the front will put that side of the machine in the 'auto' mode to start freezing the product
- After the initial freezing cycle has completed, lift the flaps to re-engage the compressor for a second and final freezing cycle

Closing Procedures

Main Objective

To restore and clean the store to its prime condition, ready for next day's operation.

1. Two hours before closing:

- Monitor yogurt levels inside the hoppers for machines to be (W)(W) (D)(D) the next day

2. One hour before closing

- Rinse, wash, rinse, and sanitize all soiled small wares (be sure day dot stickers are removed)
- Once completely air-dried, return all small wares to appropriate storage locations
- Quickly rinse, wash, rinse, and sanitize all hopper covers; return immediately to hoppers
- Organize and close all inventories on/in respective shelves and refrigerators- FIFO
- Start disposing of all used boxes and garbage
- Wipe all refrigerators, freezers, counter surfaces, and stained/dirty walls by the prep table
- Clean underneath prep tables, rolling refrigerators, and freezers (no food debris)
- Scrub and sanitize the prep sink
- Detail clean all floor drains
- Sanitize the prep table
- Sweep back of house
- Using the appropriate mop, clean the walk-in refrigerator
- Wipe down empty shelves with a clean and sanitized towel
- Quickly rinse, wash, rinse, and sanitize all standpipes for (W)(W) (--) machines; return immediately to hopper
Monitor your sales activity and yogurt levels. Do this step sooner if necessary.

30 minutes before closing:

- Empty all trash bins, excluding one in the kitchen for further use
- Mop the back of the house
- Detail clean restroom(s)

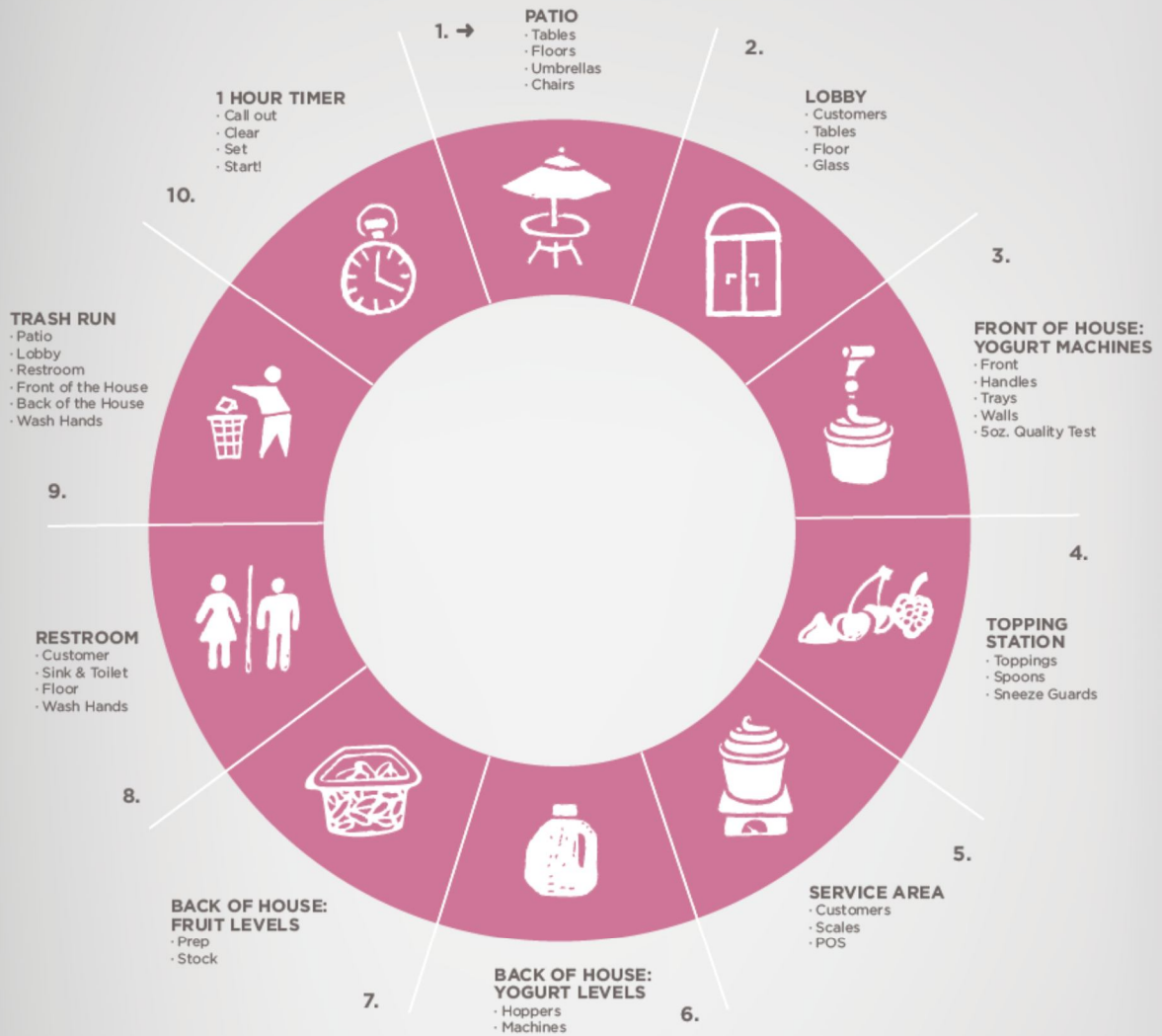
At closing time (5 minutes after official closing time) Machines:

- Put all machines on 'standby' mode
- For machines (D) (D) collect all standpipes and rinse, wash, rinse, and leave soaking in sanitizer overnight as we are going to discard all product the next morning to break the cycle
- For the rest of the machines (W) (W) (--) flip standpipes to closed position with the holes up
- Remove all design caps to rinse, wash, rinse, and leave soaking in sanitizer overnight
- Starting with machine #1 moving down the line to #8, spray Stera-Sheen or Kay-5 sanitizer solution on draw handle spouts
- Starting with machine #1, scrub the draw handle spouts with clear brush
- Collect all outer drip trays – rinse, wash, rinse, and sanitize
- Push all machines away from sleeves to identify spills and stains
- Clean up all spills and stains on machines, walls, and floors (scrape floors if necessary)

Front of House (FOH)

- Close and lock the front door
- Turn off audio system
- Close and count tills
- Leave empty cash drawers open
- Remove all spoons from both dry and cold toppings – rinse, wash, rinse, and sanitize
- Cover all dry and cold toppings – discard any fruits that do not meet our standards
- Remove all dry toppings from counter – clean and sanitize dry topping station
- Place dry topping containers back into slots
- Return all cold toppings to the refrigerator (do not re-freeze toppings)
- Turn off cold table
- Clean and sanitize cold table – including metal bars
- Drain the berry water machine; disassemble; rinse, wash, rinse, sanitize and air dry overnight
- Clean all glass fixtures
- Sweep and mop the front of house
- Tie up and throw away all remaining trash bags
- Discard dirty towels
- Detail clean red sanitizing buckets
- Bring in any outdoor signage, furniture, and umbrellas
- Turn off all lights, including the walk-in cooler and restrooms
- Verify that the back door is securely closed
- Turn on the alarm system
- Lock all doors

Full Circle Service



Yogurtland



Patio

1. →
TABLES
· Wipe down tables and chairs

FLOOR
· Sweep and spot mop for spills

UMBRELLAS
· Check for wear and tear
· Take down when it's windy

CHAIRS
· Wipe down and push in



Lobby

2.
CUSTOMERS
· Stock cups, napkins and Berry Water
· Clean outside of Berry Water dispenser

TABLES
· Wipe down tables and chairs

FLOORS
· Sweep, mop and deck brush all spills

GLASS
· Wipe down doors, window and glass panels.
NO FINGERPRINTS PLEASE!



Front of the House: Yogurt Machines

3.
FRONT
· Wipe down all machines

HANDLES
· Lift handles to stop Yogurt spills

TRAYS
· Replace drip trays with 2nd set of clean drip trays

WALLS
· Wipe down mosaic wall

5 OZ. QUALITY TEST
· Every hour



Topping Station

4. →
TOPPINGS
· Clean up spills
· Rotate and stock toppings. First In, First Out

SPOONS
· Replace spoons if dirty or cross-contaminated.

SNEEZE GUARD
· Wipe down over dry and fruit topping stations.
NO FINGERPRINTS PLEASE!



Service Area

5.
CUSTOMERS
· Restock sample cups, spoons, lids and napkins

SCALES
· Wipe down scales and counter

POS
· Wipe down POS



Back of House: Yogurt Levels

6.
HOPPERS
· Stock Yogurt to 1/2 full inside of the Hopper
· Wipe down all machines
· Remove and wash stand-pipes in ALL hoppers
· Wisk product in ALL hoppers every hour
MACHINES
· Push machines flush with yogurt wall



Back of House: Fruit Levels

7. →
STOCK
· Peel, Prep or Chop to restock fruit



Restroom

8.
CUSTOMERS
· Stock seat covers, t-paper, paper towels, soap, and sanitizer

SINK & TOILET
· Clean sink and wipe down vanity. **NO STANDING WATER PLEASE!**
· Clean Toilet seat (both sides) and bowl

FLOOR
· Sweep, mop and deck brush all spills

WASH HANDS
· Hot water & soap for 20sec.



Trash Run

9.
· Patio, Lobby, Restroom, Front and Back of the House
· Empty all trash when 3/4 full
· Tie trash bags and make sure they don't show
· Wipe down trash containers

WASH HANDS
· Hot water & soap for 20sec.



1 Hour Timer

10.
CUSTOMERS
· Call out to verify everything is done
· Clear, Set and Start!

SERVICE GUIDELINES

1. SERVE ONLY QUALITY PRODUCTS IN A SPARKLING STORE

- Everyone is a Director of Quality! Only serve products that meet Yogurtland standards for temperature, consistency, and freshness.
- Food safety standards are in place and followed completely.
- Full Circle Service is deployed and all areas visible to the customer are clean and stocked.
- Make it Sparkle – stock and clean as you go. Detail clean once daily.

2. SAY HI & OFFER SAMPLES

- Welcome every customer with a sincere “Hello, welcome to Yogurtland!”
- Offer sample cups and let them know they can sample as many flavors as they’d like.
- Offer samples of new flavors and share the flavor profile, facts and benefits, and your favorite topping(s).

3. SERVE THEM WHEREVER THEY ARE AT THE MACHINES AND REGISTER

- Watch for new customers and offer to guide them through the Yogurtland experience.
- Offer to-go bags for orders of 2 or more.
- Don't forget the spoons.

4. SUGGEST FLAVORS & TOPPINGS

- Engage customers and make suggestions for flavor and topping combinations.

5. THANK THEM AND INVITE THEM BACK

- Make eye contact and give a sincere, “Thank you. See you next time!”

6. TOP IT! with your unique personality

- You are a part of the Yogurtland team because of your ability to connect with people. Put your personality into every service experience and see what a difference it makes.

Store Tour

During orientation, we take each of our new team members on a store tour to familiarize them with their store, to make them feel more comfortable and welcome.

Front of House

- Seating area & Restrooms (where applicable)
- Self-serve sign present
- Cups, napkins & lids
- Yogurt machines
- Toppings
- Scales & registers
- Berry Crathco water station
- Toppings station
- Reach-in refrigerator & displayed cold fruit toppings
- Dry toppings, sample cups, safe & drop safe
- Crisis Management Kit
- Register printer paper
- Registers & scales

Back of House

- Toppings, cups, napkins, sample cups, & lids
- Restroom supplies, cleaning supplies & mop sink area
- Refrigerators & freezer
- First-aid kit
- Worker's comp poster, Federal & State required postings, nearest medical facility poster, fire extinguisher, exits & emergency meeting place
- Lockers

Prep area

- Yogurt machines
- Prep table, cutting boards, utensils, containers, small wares, & fruit chopper
- Fresh fruit
- Day dots, disposable food handling gloves, & safety cutting gloves
- 3 – compartment sink, prep sink, & hand washing sink
- Backdoor

Computer/Desk area

- BOH computer & printer
- MSDS binder
- Request off binder
- Telephone
- Schedules & Team Member Availability worksheet
- Deployment / daily assignment board, CCP / Temperature / Quality Check Log

SERVICE RECOVERY R.U.L.E.

Really Listen

- Listen carefully to what the customer is saying
- Never interrupt, let them talk as long as they need to

Understand the issue from the customer's point of view

- Empathize with them by putting yourself in their situation
- Apologize for the situation and tell them you understand how frustrating it is

Leave them satisfied

- Offer to do whatever it takes to fix the situation immediately
- At Yogurtland every person is empowered to do whatever it takes to ensure our customers have the best experience

End with a Thank You

- Thank the customer for sharing their concerns/complaint with you and allowing you to make it right
- Follow-up with your manager or supervisor to stop the issue from happening again to another customer

Lobby Ambassador

It is important to have someone in your store greeting every customer that walks through those doors. Use the lobby ambassador as someone who controls the lobby of the store. They should be greeting, handing out sample cups, and helping customers along the lines. This will help with the flow of traffic coming in and out of your store and keeping it clean. Having a lobby ambassador will help keep customers in your store. Customers will feel appreciated, and paid attention to.

Employee Empowerment

It is important to give your employees the power to make things “right” in the store. You want your employees to be well trained on customer service so that they know how to treat our guests. You also want your employees to be an extension of you when you are not at the store!

When a customer is not having a good experience at Yogurtland let your employees make it right! If someone drops their yogurt, your employees should have the authority to be able to give them a free yogurt on the house. Going the added distance for our customers will keep them coming back! If we go above and beyond for our customers they will let their friends know of how great we are! This will just continue to bring more business to your stores.

Studies have shown that for every good experience a guest has, approximately 10 people will find out about that experience. Conversely, for every bad experience that a guest has, it is estimated that approximately 125 people will find out about that one bad experience.

Unfortunately, people are more apt to tell others about a bad experience than a good one. The person having the poor experience will tell on average 25 people about their experience. This is why it is so important to have great customer service, and to remedy any complaints about your store.

Service Statistics

- 96% of dissatisfied guests don't complain
- 65% - 90% of non-complaining guests never come back
- 54% - 70% of guests who complain will do business with you again if their complaint is resolve
 - o This number rises to 95% if the complaint is resolved quickly
- Recovering guests pays off because they will tell on average 5 people about their new experience
- It costs six times as much to get a new guest as it does to keep an existing one

Uniform Policy & Appearance Standards

SHIRTS & APRONS

All employees must wear a Yogurtland shirt and apron

- Service Guide; Green Polo (tucked or un-tucked with a half apron)
- Shift Supervisor; Black or Grey Polo (tucked or un-tucked with a half apron)
- Shirt and apron must be clean & maintained

VISORS

All employees must wear a Yogurtland Visor

- When working a shift, managers and franchise owners must also wear a visor
- Clean and well maintained, visor facing forward

PANTS

All employees must wear appropriate slacks

- All pants should be clean and well maintained, no denim, sweat pants or leggings
- Service Guide; Black pants
- Shift Supervisor/GM; Black or Khaki

SHOES

- Black socks
- Black non-slip closed-toe work shoes

HAIR

- Natural color, neat, confined
- Long hair needs to be pulled back
- Guys need to be cleaned shaven or just maintained

OTHER APPEARANCE ITEMS

- YL nametag worn on the right side
- Nails clean, trimmed, no polish, no artificial nails
- Natural make-up
- No visible piercings or tattoos
- Minimal jewelry
- ABSOLUTELY NO CELL PHONE OR MP3 WHILE YOU ARE CLOCKED IN

Product's & Nutrition

History of Yogurt

What makes yogurt - yogurt?

Based on FDA Standards, in order for a product to be called "yogurt", it must be made by combining a dairy product with two specific bacteria:

Lactobacillus Bulgaricus and Streptococcus Thermophilus

It is these two bacteria's that convert pasteurized milk to yogurt during the fermentation process. The process is very similar to that of making cheese, in that good-for-you bacteria ferment and transform the basic food. This fermentation process, and these two bacteria, is what creates yogurt, with its unique tart taste, texture, and healthful attributes.

Where does it come from?

Historical evidence suggests that people have been making and eating yogurt for at least **4,000 years!**

The first cultured milk product probably occurred spontaneously from the environment or the food itself. Today, many different cultures and countries claim yogurt as their own, despite no absolute evidence to its origin.

Yogurt Cultures

The term "culture" refers to the living organisms, or bacteria, that make yogurt, *yogurt*.

As we mentioned previously, all yogurt must have these two main cultures:

Lactobacillus Bulgaricus and Streptococcus Thermophilus

In addition to these two primary cultures, or bacteria, Yogurtland adds a few more live and active bacteria to our yogurts. These include:

- **Lactobacillus Acidophilus**
- **Lactobacillus Rhamnosus**
- **Lactobacillus Casei**
- **Bifidobacterium**

Yogurtland Yogurt

Probiotics

- Probiotics are edible microorganisms or friendly bacteria that convey a beneficial effect when you eat them.
- The term “probiotic” literally translates to “for life”, and was first introduced in 1953.
- New scientific studies of probiotics are being conducted all the time, and their full effects are still being discovered.
- At best, these additions to your diet can help keep you healthy; at worst, they will pass clean through your system.

Proprietary Yogurt

This means that out of all the countless competitors in the frozen yogurt industry, we are the ONLY brand who carries our own, unique product! While we are proprietary, we also have a unique selection of flavors that distinguish us in the marketplace! We use real ingredients in all of our yogurt. This means that our cinnamon graham cracker yogurt actually has cinnamon and graham cracker in the yogurt! This is how we can sell our yogurt for the price that we do. **We are the lowest in the industry because we make all of our unique proprietary yogurt flavors!**

The NSA – No Sugar Added – Varieties:

To give sweetness to our NSA flavors we diligently seek out only the safest and most researched sugar alternatives. Some of these can be found naturally in stone fruits like nectarines and peaches. These sweeteners are a form of soluble fiber and are thoroughly tested and approved by the FDA. These include Sorbitol, Sucralose, Aspartame, Polydextrose, and Acesulfame Potassium.

Yogurt's Healthy Bacteria's

Name of Friendly Bacteria	Where it's Found	What it Does	Claims to Fame
Lactobacillus Acidophilus	Mouth Intestinal Tract	Produces an acid which may help to control the growth of fungus!	Boosted Immune System Relief From Indigestion Better Digestion
Lactobacillus Rhamnosus	Intestinal Tract	Inhibits the growth of harmful bacteria in the intestine	Balances Intestinal Micro flora
Lactobacillus Casei	Mouth Intestinal Tract	Assists in the spread of desirable bacteria	Improve Digestion Reduce Lactose Intolerance
Bifidobacterium Bifidum	Intestinal Tract	Aid in digestion; associated with lowering incidence of allergies	Prevent some forms of tumor growth

Proper Dish Washing Procedures

Proper dish washing procedures ensure that all debris and potential hazards are removed from all food surfaces. Dish washing can only take place in the compartment sink. No hand washing or food preparation may take place in the compartment sink.

The dish washing sink is comprised of 3 compartments, each with a specific purpose:

1. **Rinse sink** – is empty. Rinsing is done by utilizing the spray nozzle to remove debris prior to washing dishes. Then again to rinse the soap from dishes prior to sanitizing.
2. **Wash sink** – contains very warm water at least 110°F. This is typically regulated by a dispenser, and is used with scrubbing brushes and sponges to remove soil and debris from all dishes and small wares. Change the dish detergent solution when the suds are gone or the water is dirty.
3. **Sanitizer sink** – contains cool or tepid water & sanitizer mixture. This is typically regulated by a dispenser, but must be checked for proper concentration regularly, with sanitizer test strips. All dishes and small wares items must soak in the sanitizing solution for a minimum of 1 minute to ensure proper sanitization and safety.
4. **Air-dry** – after soaking in sanitizer for at least 1 minute, dishes must be air-dried on the drying racks. If dishes or small wares are needed immediately, try to remove as much sanitizing solution as possible by shaking item vigorously. Never leave knives or other sharp utensils in the sink for an unsuspecting team member to find them and have an accident.

Remember: Rinse – Wash – Rinse – Sanitize – Air-dry EVERYTIME!