

Taco Bell Employee Training Manual



**TACO
BELL®**

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Table of Contents

Table of Contents	iii
Introduction	Error! Bookmark not defined.
Chapter 1: Employee Policies	1
Employee Policies	3
Dress Code.....	3
Rules and Regulations	4
Learning Zone	4
Food Champion Requirements	5
Service Champion Requirements	5
Chapter 2: Food	7
Food	9
Taco Bell Ingredients	9
Hot Line Ingredients	9
Cold Line Ingredients	9
Shells, Fried Ingredients, and Desserts	10
Food Safety	10
Food Handler's License	11
Food Equipment.....	11
Food Preparation	12
Food Assembly.....	12
The Crunchy/ Soft Taco	13
The Nacho Cheese & Cool Ranch Doritos Locos Taco	13
The Bean Burrito	14
The Cheesy Gordita Crunch.....	14
The Beef Chalupa Supreme	15
The Mexican Pizza.....	15
The Crunchwrap Supreme	16

Employee Manual	iv
The XXL Beef Grilled Stuffed Burrito.....	16
Fryer Instructions	17
Chapter 3: Cleaning Procedures	19
Cleaning Procedures	21
Day Crew Cleaning Tasks	21
Night Crew Cleaning Tasks	21
Closing Crew Cleaning Tasks	22
Monthly Cleaning Tasks	22
Chapter 4: Working With Other Employees	23
Working With Other Employees	25
Sexual Harassment in The Workplace	25
Complaints and Questions	25

Simple Steps for Success

Taco Bell wants to be able to give all new employees the tools they need to be successful in the workplace. This manual gives new employees the knowledge they will need on the job. This manual is to be taken home and studied by the new employees so that when they do have to come into work they will be prepared. This will reduce the time wasted by the new employees when they have to stop others around them to ask questions. This manual will give you the simple steps to help succeed at Taco Bell and help your store run smoothly and efficiently.

Chapter 1: Employee Policies



Employee Policies

Dress Code

All employees must come into work wearing the required uniform. The uniform consists of:

- Taco Bell Hat
- Taco Bell Shirt
- Black Work Pants
- Taco Bell Belt
- Taco Bell Name Tag
- Slip Resistant Shoes

The only item employees are required to purchase are the slip resistant shoes. All other items will be provided by the company upon hiring. Employees are to dress in a clean and neat uniform every time they come in to work a shift. Failure to follow this procedure will result in a write-up.



Rules and Regulations

1. Employees must arrive on time to every shift.
2. Employees must be dressed in a tidy and clean uniform every shift.
3. Employees must act in an appropriate and courteous manner anytime they are in uniform.
4. Employees must complete all tasks set forth by the manager-in-charge.
5. Employees must keep their assigned stations clean and stocked.
6. Employees must treat fellow employees with respect.
7. Employees must wear gloves when handling food.
8. Employees must report customer complaints to the manager-in-charge.

Learning Zone

Learning Zone is the online training program that tests new trainees over everything required of a food or service champion. Learning Zone includes the specific weights of food items, portion sizes, food safety, and preventing the spread of diseases. New employees are required to take the tests on Learning Zone and make at least a ninety or above. Employees must complete the Learning Zone training before they can begin preparing food.

Food Champion Requirements

Food Champions are in charge of

- preparing food
- assembling food
- cleaning the food preparation areas
- frying chips
- sweeping around their area
- stocking items needed for the line
- closing the store
- completing any tasks assigned by the manager-in-charge

Service Champion Requirements

Service Champions are in charge of

- running a cash register
- providing satisfactory customer service
- making drinks
- stocking their assigned area
- cleaning their assigned
- taking out trashes
- handing out orders to customers
- washing dishes
- completing any tasks assigned by the manager-in-charge

Chapter 2: Food



Food

Taco Bell Ingredients

Hot Line Ingredients

- Beef
- Chicken
- Steak
- Red Sauce
- Nacho Cheese
- Refried Beans
- Latin Rice
- Mexican Rice
- Black Beans
- Mexican Pizza Sauce
- Chili
- Red Strips

Cold Line Ingredients

- Sour Cream
- Romaine Lettuce
- Iceberg Lettuce
- Three-Cheese Blend
- Cheddar Cheese
- Pico de Gallo
- Tomatoes
- Jalapenos
- Onions
- Guacamole
- Roasted Corn Salsa
- Cilantro Sauce
- Lava Sauce
- Baja Sauce
- Avocado Ranch Sauce
- Creamy Jalapeno Sauce
- Lemons & Limes



Shells, Fried Ingredients, and Desserts

- Crunch Taco Shell
- Volcano Taco Shell
- Nacho Cheese Doritos Taco Shell
- Cool Ranch Doritos Taco Shell
- Mexican Pizza Shell
- Fiesta Taco Salad Shell
- Tostada Shell
- Nacho Chips
- Potato Chunks
- Chalupa Shell
- Tortillas
- Flatbread
- Churro
- Cookie Sandwich
- Apple Empanada
- Cinnamon Twists
- Cinnamon Sugar



Food Safety

Keeping our food from getting contaminated is a surefire way to ensure our customers will not get sick. Cleanliness in the workplace is a major part of food safety training. In order to keep the customer from being exposed to harmful viruses or bacteria employees must keep all surfaces, that food could be exposed to, clean. Gloves should always be worn when handling any food items, and replaced every thirty minutes. Employees must wash hands as much as possible, and sanitize regularly. To prevent cross-contamination of the food on the line make sure to use utensils only once; then switch the utensil out with a fresh one when you are done using it, or get a new pan of product (i.e. a fresh beef pan requires a new beef scoop). Using the appropriate utensils ensures that one ingredient will not contaminate another, and it keeps the customers out of harm's way.

Checking if the food is the correct temperature is also an important part of food safety. The food safety zone for any hot food is at least 165°F. If the temperature of any food product is lower than that, it is at risk of being unsafe to consume as it could be the perfect breeding ground for bacteria. After food comes out of the re-

thermalizer it's temperature must be checked to see if it is at least 165°F. No food should be left sitting out for longer than fifteen minutes. After fifteen minutes have elapsed the food is in the temperature danger zone and cannot be served to the customer.

Food Handler's License

All Food Service Champions are required to get a Food Handler's License for the city in which they are working. Food Handler's classes may be found online or offered by the city licensing department. Employees must pay a fee to take the class. Upon completion of the class employees will receive a certificate stating that they are certified to handle food in whichever city you work. To get the paper copy of the card employees must go to the city licensing department and show them their certificate of completion and must pay a small fee. After the card is purchased, employees must bring the card to their Taco Bell for the general manager to put on file.

Food Equipment

Each utensil at Taco Bell is color coded according to what specific food it will be used for. The table on the following page outlines which utensil belongs to what food.

Food-Scoop Correspondence Table	
Foods	Scoop Colors
Beans	Red & Green Handles
Beef	Dark Blue Handle
Mexican Rice	Yellow Handle
Latin Rice	Light Blue Handle
Black Beans	Gray Handle
Chicken	Orange Handle
Steak	Turquoise Handle
Guacamole	Maroon
Roasted Corn Salsa	Mustard Yellow Handle
Pico de Gallo	Purple Handle

The remaining ingredients either use a ladle, don't require a utensil, or they are bottled. All sauces on the hot line use ladles. All sauces on the cold line, except for the cilantro sauce, are bottled. The cilantro sauce uses a ladle with a tan handle.

Food Preparation

Preparing food on time throughout the day is an integral part of a store's success. Employees must learn how to prepare food in a timely manner, and at the same time make sure they make no mistakes. All of the meats, along with various other sauces are prepared by being placed in the re-thermalizer and heated for thirty minutes. They are then taken out and checked to see if they are in the food safety zone. If the items are in the food safety zone, they are then panned and put in to the heating cabinet until they are needed.

All items on the cold line are kept in the walk-in fridge. They go straight from the fridge into pans, and they are then put on the line. Food on the cold and hot lines must be changed out every four hours to keep the items we serve fresh. The rice, beans, red sauce, and chili sauce must be prepared fresh every day. All of these items are made by adding Bunn water to a pre-packaged packet. These items take at least forty-five minutes to be ready; and should be kept in the heating cabinet or on the line with a lid on them until they are ready.

Fried items are easy to make as they are pre-prepared. All the fry captain has to do is place the items into the frying oil, press the timer, and wait until the item is done frying. The fried items are then placed into a pan and put in the heating cabinet or on the line.

Food Assembly

All Taco Bell employees have to know what ingredients come on which items. Cashiers and order takers need to know what is in each item just as much as the food makers themselves. If a customer asks a cashier a question about a menu item, the cashier has to know what comes on the item in order to help answer the customer's questions. The following pages include some of our most popular items and the ingredients that are needed to assemble those items.

The Crunchy/ Soft Taco

Ingredients:

- Crunchy Taco Shell/Soft Taco Shell
- Beef
- Iceberg Lettuce
- Cheddar Cheese



The Nacho Cheese & Cool Ranch Doritos Locos Taco

Ingredients:

- Nacho Cheese/Cool Ranch Doritos Taco Shell
- Beef
- Iceberg Lettuce
- Cheddar Cheese



The Bean Burrito

Ingredients:

- Tortilla
- Pinto Beans
- Red Sauce
- Onions
- Cheddar Cheese



The Cheesy Gordita Crunch

Ingredients:

- Flatbread
- Three-Cheese Blend
- Crunchy Taco Shell
- Beef
- Baja Sauce
- Iceberg Lettuce
- Cheddar Cheese



The Beef Chalupa Supreme

Ingredients:

- Chalupa Shell
- Beef
- Sour Cream
- Iceberg Lettuce
- Tomatoes
- Three-Cheese Blend



The Mexican Pizza

Ingredients:

- Two Mexican Pizza Shells
- Pinto Beans
- Beef
- Mexican Pizza Sauce
- Three-Cheese Blend
- Tomatoes



The Crunchwrap Supreme

Ingredients:

- Tortilla
- Beef
- Nacho Cheese
- Tostada Shell
- Sour Cream
- Lettuce
- Tomatoes



The XXL Beef Grilled Stuffed Burrito

Ingredients:

- Tortilla
- Pinto Beans
- Latin Rice
- Beef
- Three-Cheese Blend
- Sour Cream
- Guacamole
- Pico de Gallo
- Avocado Ranch Sauce



Fryer Instructions

Only employees eighteen and up can use the fryer. When frying any item employees must press the timer so that whatever is being fried will not be burnt. The fryer has different buttons with the different names of the items that are usually fried. The fryer is pre-programmed with the times so that when something needs to be fried all an employee needs to do is set the basket in and press the button. A very important step in the frying process is to let the basket sit and drain for a while. The timer on the fryer also includes the drain time for whatever item is being fried. If an employee does not wait for the basket full of fried food to drain it could drip onto them and burn them severely. To avoid burns, employees must wear heat resistant gloves any time they are using the fryer.



Chapter 3: Cleaning Procedures



Cleaning Procedures

Day Crew Cleaning Tasks

The day crew sets the pace of the store for the rest of the day. What they do or do not clean greatly affects the other crews. They could either keep up with all the cleaning tasks so that it will make the other team members shifts easier, or they could neglect to do any cleaning tasks and leave the other team members behind and unprepared. Day crew cleaning tasks include:

- wiping down all surfaces that come in contact with food
- washing dishes
- sweeping the floors
- picking up trash in the lobby

Night Crew Cleaning Tasks

The night shift is usually the busiest shift of the day. Sometimes team members don't have the time to keep with all the cleaning tasks as they should. It is important that the night crew keep up with the required cleaning tasks so as not to burden the closing crew with extra cleaning that could have been avoided. Night crew cleaning tasks include:

- wiping down all surfaces that come in contact with food
- closing the lobby line down
- sweeping the floors
- taking out the trashes picking up the trash in the lobby
- stocking all items in the lobby
- closing the lobby
- mopping the lobby
- cleaning the restrooms

Closing Crew Cleaning Tasks

Out of all the crews, the closing crew has the most cleaning tasks. They are in charge of making sure the whole store is closed down and clean for the next morning shift later that day. Closing crew cleaning tasks include:

- wiping down all surfaces that come in contact with food
- sweeping the kitchen floors
- mopping the kitchen floors
- washing the remainder of the dishes
- closing down the drive-thru line
- carrying-over the food at the end of the night
- turning off the grills
- cleaning all of the grills
- restocking all of the store
- cleaning the tea urns
- cleaning the wash sink
- cleaning the wells on the hot line
- replacing all the pans on the hot and cold line
- closing down the fryer
- closing down the re-thermalizer

Monthly Cleaning Tasks

Monthly cleaning tasks is the detail cleaning that the general manager assigns once a month. These tasks include:

- spraying down the parking lot
- detail cleaning the floors
- detail cleaning the walls of the kitchen
- cleaning the air conditioning vents
- cleaning the lobby walls
- cleaning all of the lobby windows
- detail cleaning the drains

Chapter 4: Working With Other Employees



Working With Other Employees

Sexual Harassment in The Workplace

Any kind of harassment is forbidden at Taco Bell, and sexual harassment is no exception. Sexual harassment includes:

- excessive touching
- inappropriate or unwanted physical contact
- inappropriate questions
- asking for sexual favors
- unwelcome sexual advances
- offering a reward in exchange for sexual favors

If you or anyone you are working with is being sexually harassed report it to a manager immediately.

Complaints and Questions

Any conflicts, complaints, or questions an employee has should be directed towards the manager-in-charge. They will relay the message to the general manager, and they will try and solve the dispute as fairly as possible. If you do not feel like you can trust anyone at your store you can call 1-800-TACO. If you have questions about how to prepare food or about a task at hand feel free to reach out to your

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