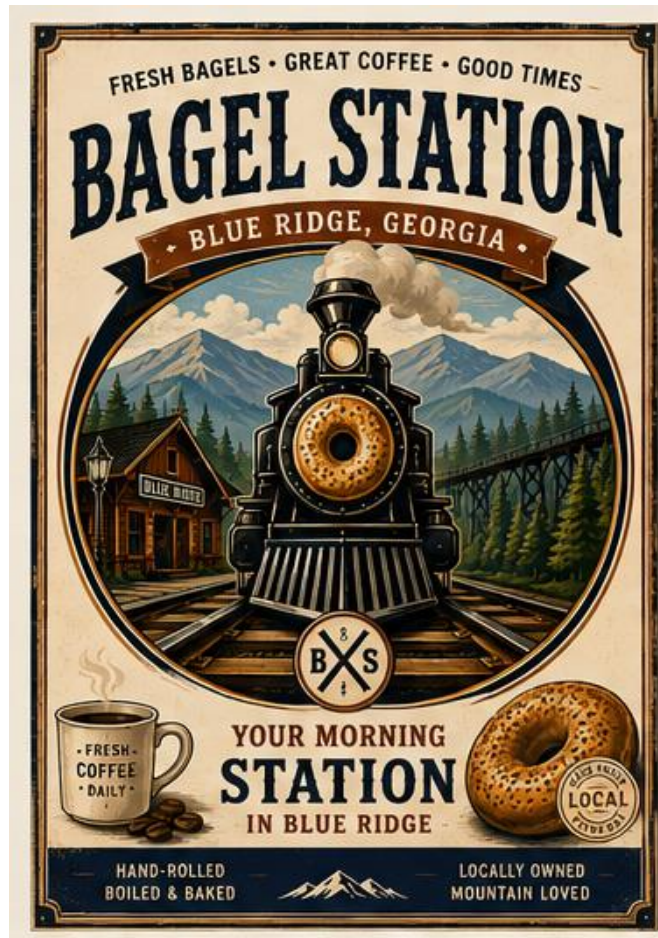


# BAGEL STATION

BLUE RIDGE, GEORGIA



## OPERATIONS HANDBOOK

Opening • Daily Operations • Food Safety • Station Standards • Closing

Controlled Operating Document  
Version 1.0 | July 2026

## Document Control

Version	Effective Date	Owner	Change Summary
1.0	July 2026	Bagel Station Management	Initial operating handbook

This handbook is a controlled operating document. Managers must ensure employees use the current approved version. Equipment-specific procedures must also follow manufacturer instructions and applicable health, fire, building, and workplace-safety requirements.

### 1. Purpose and Operating Principles

This handbook establishes the standard operating system for opening, running, and closing Bagel Station. It is designed to create repeatable execution across every shift, protect food safety, maintain product quality, improve speed of service, control cash and inventory, and define manager accountability.

- Food safety is non-negotiable.
- Quality is checked before the guest finds the problem.
- Restocking happens before the station runs out.
- Cleaning is continuous, not a closing-only activity.
- Every order is verified before handoff.
- Problems are communicated and documented before they become emergencies.
- Managers inspect, verify, coach, and sign off; they do not assume.

### 2. Roles and Shift Accountability

#### Opening Manager

- Secure entry and initial facility inspection
- Review prior manager log
- Verify refrigeration/freezer temperatures
- Authorize equipment startup
- Verify staffing and station readiness
- Count/verify opening cash banks
- Conduct final opening readiness walk and authorize opening

#### Shift Leader

- Deploy staff by position
- Monitor ticket times, order backlog, cleanliness and product levels
- Coordinate breaks and shift handoffs
- Approve or document waste, remakes, refunds and comps per policy
- Resolve guest issues and escalate operational risks

#### Register / Guest Service

- Accurate order entry and payment processing
- Confirm modifications and dine-in/takeout
- Maintain register, pickup and packaging areas
- Monitor dining room and guest-facing cleanliness

#### Production Team

- Prepare products to recipe and portion standards

- Maintain safe temperatures and prevent cross-contamination
- Keep stations stocked, clean and organized
- Communicate low stock, equipment issues and quality concerns immediately

### Closing Manager

- Verify food storage, labeling, waste and temperature logs
- Verify station cleaning and equipment shutdown
- Reconcile cash and prepare deposit
- Conduct final security and facility walk
- Complete manager log and secure building

## 3. Opening Operating Sequence

The exact clock times should be set once posted store hours, delivery windows, bagel arrival/bake schedule, and staffing plan are finalized. The required sequence is:

### Manager Entry & Safety Walk

Inspect exterior; enter and disarm alarm; turn on designated lighting; inspect for leaks, odors, pest activity, refrigeration failure, security issues, or overnight equipment problems.

### Food-Safety Readiness

Wash hands; verify hand sinks, soap and towels; prepare/test sanitizer; record cold-holding and freezer temperatures; inspect date labels, FIFO rotation, overnight thawing and product condition.

### Equipment Startup

Start only approved equipment in the prescribed sequence. Verify toaster conveyor, high-speed oven, egg station, coffee/espresso equipment, hot holding, undercounter warmer, POS, printers/KDS and display cases.

### Station Setup

Stock bagel/toaster, sandwich prep, egg, deli, display cases, coffee/espresso, register, packaging and guest areas to approved opening pars.

### Cash & Systems

Verify opening banks, POS connectivity, receipt paper, payment terminals, online ordering, printers/KDS and pickup workflow.

### Final Readiness Walk

Manager inspects exterior, entrance, dining room, restrooms, displays, all production stations, employee appearance, product availability and unresolved safety issues before doors open.

## 4. Daily Operating System

### Guest Service Sequence

Greet promptly; enter order accurately; clarify bagel, preparation, side, beverage and modifications; confirm dine-in or takeout; process payment; direct guest to pickup; thank the guest.

### Order Flow

POS Order → Production Ticket/KDS → Bagel/Toaster → Egg/Hot Production → Sandwich Assembly → Packaging → Quality Check → Guest Handoff.

## Peak Deployment

Assign fixed positions during rushes: register, expeditor/second register, bagel slicer/toaster, egg/hot station, sandwich assembly, deli/cold prep, coffee/espresso, and runner/restocker when staffing allows. The manager floats and removes bottlenecks.

## Quality Control

Verify correct bagel, ingredients, modifications, portion, toast level, temperature, assembly, packaging, sides and beverages. Record remakes where required.

## Restocking

Use a Green/Yellow/Red system: Green = adequate; Yellow = replenish at next opportunity; Red = immediate replenishment. Refill before depletion, especially bagels, eggs, proteins, cheese, cream cheese, deli meats, coffee, milk and packaging.

## Clean-As-You-Go

Clean spills immediately; control floor debris; remove trash before overflow; keep handles, touch points, food-contact surfaces, pickup areas and dining tables clean. Follow approved wash-rinse-sanitize and chemical concentration procedures.

## Shift Handoff

Outgoing employee restocks and cleans station, communicates pending orders, shortages, prep status and equipment issues, then gives a verbal handoff to the replacement.

## 5. Inventory, Waste and Cash Control

### Receiving and Inventory

- Verify vendor, item, quantity, condition, temperature where applicable, damage, dates and invoice accuracy.
- Store refrigerated and frozen products immediately.
- Rotate FIFO: new product behind older acceptable product.
- Monitor high-value/high-usage products: deli meats, smoked salmon, cheese, eggs, breakfast meats, coffee, cream cheese, specialty spreads, bakery items and packaging.

### Waste Control

Record significant waste by reason: expired product, quality failure, overproduction, prep error, order-entry error, guest return, equipment failure, dropped product or training waste. Managers review patterns and adjust pars, production, training, equipment or portion control.

### Cash Control

- Use assigned drawers when possible.
- No personal money in drawers and no undocumented cash removal.
- Manager authorization and reason documentation for refunds, voids and comps per policy.
- Complete required cash drops.
- At close, generate reports, count in a secure area, compare expected to actual, document variance and prepare deposit.

## 6. Pre-Close and Closing Sequence

### Pre-Close

During the final operating period, consolidate approved ingredients, restock for the next day, clean unused areas/equipment, organize storage, complete approved counts and prep, and remove unnecessary trash without reducing menu availability or guest service.

### Final Food Procedure

Complete final orders; stop production by manager direction; cool applicable foods using approved methods; cover, label, date and store retained food; discard expired or non-retainable product; record waste; rotate product; verify refrigeration doors are closed.

### Station Cleaning

Each station completes its checklist. Equipment cleaning follows the equipment-specific SOP and manufacturer instructions. Never spray water into electrical equipment or bypass guards/interlocks.

### Cash and Systems Close

Close ordering channels according to policy, reconcile drawers, document variances, prepare deposit and secure financial materials.

### Final Manager Walk

Verify food storage, temperatures, sanitation, trash, floors, water, refrigeration, required equipment shutdown, equipment remaining on, doors/windows, restrooms, cash security and employee exit. Complete manager log, arm alarm and lock building.

## 7. Register / Front Counter Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- POS terminal and payment device operational
- Receipt paper stocked
- Opening bank verified where assigned
- Online ordering and production routing operational
- Pickup area clean and organized
- Bags, wrap, containers, napkins and utensils stocked
- Condiment area stocked and clean
- Display case fronts and counter surfaces clean
- Order modifications repeated/confirmed
- Pickup orders verified before handoff
- Refunds, voids and comps documented per policy
- Closing POS procedure completed and area restocked for next shift

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 8. Bagel / Toaster Station Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Bagel display stocked by approved par and variety
- Variety labels correctly positioned
- FIFO rotation completed
- Bagel slicer clean, assembled and safe to operate
- Conveyor toaster started and operating normally
- Tongs/approved handling tools available
- Wax sheets, wrap and bags stocked
- Low-stock varieties communicated to register and manager
- Crumbs and debris controlled throughout shift
- Closing waste recorded
- Bagel slicer cleaned per equipment SOP
- Toaster shut down and cleaned per manufacturer procedure

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 9. Sandwich Prep Table Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Cold holding temperature checked and recorded
- Ingredient pans clean, labeled/dated where required and stocked to par
- Eggs, proteins, cheeses, salads, vegetables, pickles, condiments and sauces stocked as applicable
- FIFO rotation completed
- Cutting boards and utensils clean and ready
- No unnecessary overfilling of pans
- Station restocked before peak periods
- Cross-contamination controls followed
- Retained food covered, labeled, dated and stored at close
- Waste recorded
- Prep table, rail, cutting surfaces, handles and exterior cleaned and sanitized

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 10. Egg Station Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Equipment visually inspected and started per SOP
- Egg inventory checked against opening par
- Approved utensils and containers ready
- Cooking procedure and portion standard followed
- Cooked product quality checked
- Batch production controlled to demand
- Holding time/temperature controls followed where applicable
- Shells, spills and debris removed promptly
- End-of-day product disposition completed
- Equipment shut down and cleaned per manufacturer SOP
- Surrounding counter and floor cleaned

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 11. Deli Slicer Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Only trained employee assigned
- Slicer visually inspected before use
- Product and receiving/date status verified
- Approved portion and slice thickness followed
- Products returned promptly to refrigeration
- Cross-contamination controls maintained
- Waste/end pieces handled per policy
- Power off/disconnect steps followed as required
- Cut-resistant protection used where required by SOP
- Approved removable parts washed, rinsed and sanitized
- Blade/guard and food-contact surfaces cleaned safely
- Area air-dried/reassembled per manufacturer instructions

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 12. Hot & Ready Case Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Case preheated/started as required
- Temperature checked and recorded
- Approved product labels/signage in place
- Production based on approved daypart par
- Production/placement times tracked
- Holding time and temperature controls followed
- Fresh product not mixed with older product in a way that loses time control
- Case kept neat and guest-ready
- Low stock communicated before depletion
- Expired/out-of-standard product removed and waste recorded
- Case emptied/cleaned at close per SOP

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

### 13. From the Deli Case Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Case temperature checked and recorded
- Cream cheese/spreads and cold deli items stocked to approved par
- All product labels accurate and visible
- FIFO rotation completed
- Date labels verified
- Utensils clean and dedicated as required
- Case glass, tracks and handles clean
- Presentation neat; pans/containers not overfilled
- Low stock communicated to prep/manager
- End-of-day retention/discard decision completed
- Waste recorded and case cleaned per SOP

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 14. Bakery & Desserts Case Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Case and trays clean before stocking
- Products stocked to approved par
- Item labels and prices accurate
- Oldest acceptable product positioned for first sale
- Product appearance and freshness checked
- Allergen information available through approved source/process
- Case kept neat throughout service
- Crumbs and damaged product removed
- Low stock communicated
- End-of-day carryover/discard decision completed
- Waste recorded and case cleaned

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 15. Grab-and-Go Case Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Case temperature checked and recorded where applicable
- Bottled beverages faced and stocked
- Prepared foods labeled and dated as required
- FIFO rotation completed
- Expired/out-of-standard items removed
- Shelves, handles and glass clean
- Product arranged by category and presentation standard
- Low-stock items communicated
- Closing count completed if required
- Waste recorded
- Case left stocked and organized for next day

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 16. Coffee / Espresso Station Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Coffee brewer and espresso equipment started per manufacturer procedure
- Beans, coffee, filters and approved supplies stocked
- Milk/dairy refrigeration temperature verified
- Cups, lids, sleeves, sweeteners and stirrers stocked
- First espresso extraction checked
- Coffee brewed to approved recipe and quality standard
- Milk kept refrigerated; steamed milk not returned to original container
- Steam wand and work surfaces maintained throughout shift
- Old coffee discarded per quality standard
- Brewers/airpots cleaned
- Espresso cleaning/backflush procedure completed as applicable
- Drip trays, grounds area, grinder area and counters cleaned
- Station restocked for opening

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 17. Dining Room / Restroom Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- Entrance and glass clean
- Tables and chairs clean and aligned
- Floors free of debris and spills
- Trash below overflow level
- Condiment/napkin area stocked and clean
- Bagel Station floor mat clean and positioned correctly
- Music volume and room comfort acceptable
- Restroom toilet, sink, faucet and mirror clean
- Soap, towels and toilet paper stocked
- Restroom trash removed and floor cleaned
- Leaks, odors or maintenance issues reported
- Final dining room reset completed

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 18. Closing Manager Checklist

Date: \_\_\_\_\_ Shift: \_\_\_\_\_ Employee: \_\_\_\_\_

- All guests exited and final orders completed
- Waste entries complete
- Retained food covered, labeled, dated and stored
- Refrigeration/freezer temperatures checked and recorded
- All station checklists complete and verified
- Deli slicer and bagel slicer cleaning verified
- Toaster, high-speed oven, egg station and warmer status verified
- Coffee/espresso closing verified
- Display cases cleaned and required refrigeration confirmed on
- Dish area complete; sinks/drains/floors acceptable
- Dining room and restrooms verified
- Trash procedure complete
- Cash reconciliation complete; variance documented
- Deposit prepared and secured
- Online ordering/POS close completed per policy
- No running water, leak, unusual odor or unsafe equipment condition
- Back door, windows and required doors secured
- Manager log completed
- Employees safely exited
- Alarm armed and building locked

Employee Signature: \_\_\_\_\_ Time: \_\_\_\_\_

Manager Verification: \_\_\_\_\_ Time: \_\_\_\_\_

## 19. Manager Daily Log

Date:

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Manager:

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Opening Conditions:

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Staffing / Call-Outs / Late Arrivals:

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Equipment or Maintenance Issues:

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Product Shortages:

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Vendor / Delivery Issues:

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Guest Complaints or Service Recovery:

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Refunds / Significant Comps:

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Food-Safety Concerns:

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Cash Variance:

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Unusual Waste:

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Security Concerns:

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Follow-Up Required / Owner:

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Handoff Notes:



## 21. Employee Handbook Acknowledgment

I acknowledge that I have received access to the Bagel Station Operations Handbook. I understand that I am responsible for learning and following the procedures applicable to my position, completing required checklists and logs accurately, following food-safety and equipment-safety procedures, and asking a manager when I am unsure of a procedure.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager/Witness: \_\_\_\_\_

Training Modules / Stations Authorized:

- Register / Guest Service
- Bagel / Toaster
- Sandwich Prep
- Egg Station
- Deli Slicer
- Hot & Ready
- From the Deli Case
- Bakery & Desserts
- Grab-and-Go
- Coffee / Espresso
- Opening Manager
- Closing Manager