keke's
BREAKFAST CAFE®

Coffee with Agnes

5th Edition
Steritech & Ecolab

TEAM GUEST SALES PROFIT

OUR GUIDING PRINCIPLES

People First

I create exceptional experiences for Team Members and Guests every day

Embrace Openness

I enthusiastically embrace openness to all people and ideas

Better Together

I work across boundaries to build trust and succeed together

Pursue Excellence

I own, drive, and deliver winning results

BE INTENTIONAL:

Sharing Stories • Giving Recognition • Seeking Feedback • Creating Experiences

CONGRATS : Patrick

Through his dedication he has consistently gone above and beyond to ensure the highest standards in all cafes under his guidance. His proactive approach, ability to inspire his team, and unwavering focus on quality have made a significant impact. His leadership has not only driven operational excellence but has also fostered a supportive and motivated team. Thank you, for your hard work, passion, and the positive difference you make everyday.

From: Agnes

Date: 11/6/2024

On demonstrating:

- [x] PEOPLE FIRST
- [x] BETTER TOGETHER
- [ ] EMBRACE OPENNESS
- [x] PURSUE EXCELLENCE

You've impacted:

- [x] TEAM
- [x] GUEST
- [x] SALES
- [x] PROFIT

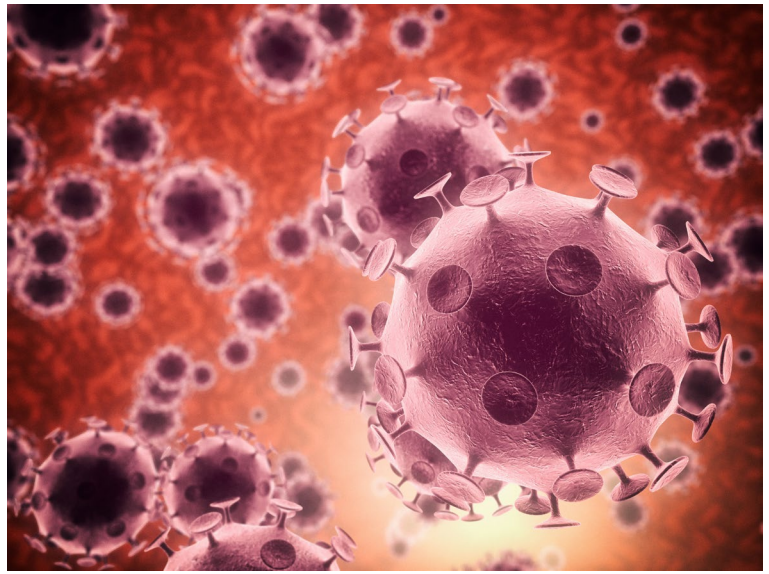
SHOUT OUT TO YOU!

Food Safety and Brand Standards

What is Foodborne Illness

Foodborne illness, also known as food poisoning, is a public health issue that occurs when someone consumes food or drinks that are contaminated with harmful bacteria, viruses, parasites, toxins, or chemicals.

How many people get foodborne infections each year?



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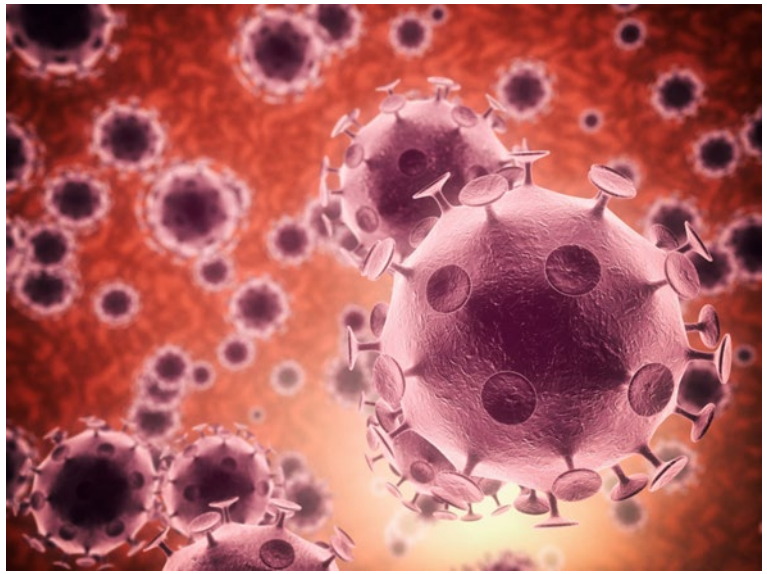
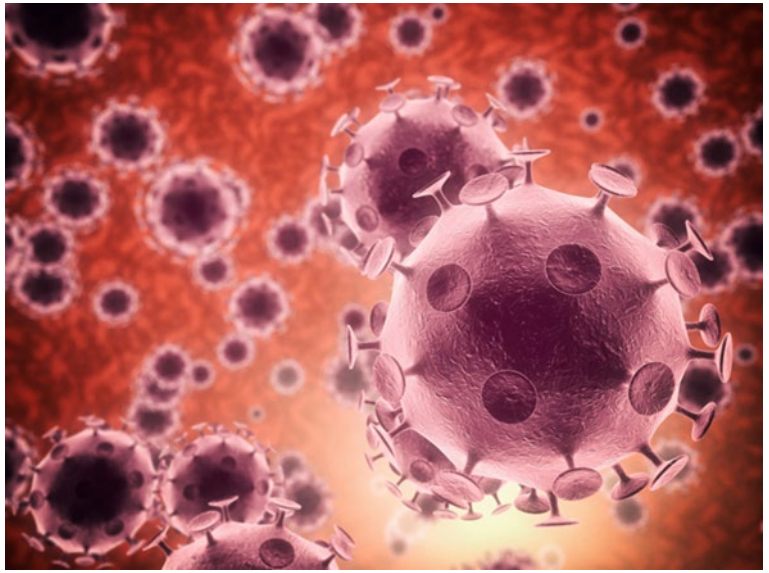


1 of every 6 people

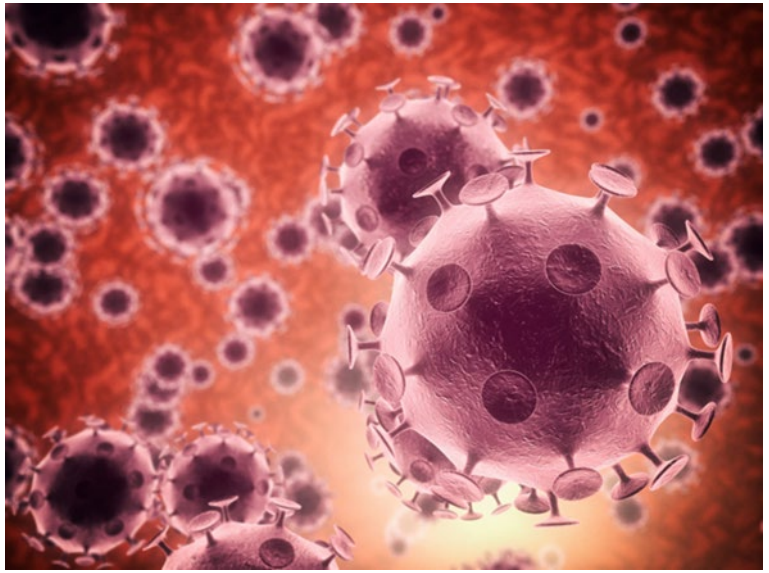
How many people get foodborne infections each year?



1 of every 6 people

128,000 are hospitalized

How many people get foodborne infections each year?



1 of every 6 people

128,000 are hospitalized

3,000 die from their foodborne illness

Big 6 Foodborne Illnesses

Norovirus

- Direct contact with the infected
- Contact with fecal matter
- Bodily fluid transfer to food
- Contaminated water

Hepatitis A

- Contaminated food, water
- Contact with fecal matter
- Cross-contamination

E. Coli

- Contaminated food, water
- Contact with fecal matter
- Undercooked meat
- Raw milk

Salmonella (Non-typhoidal)

- Food of animal origin
- (e.g., poultry, eggs, meats)
- Contaminated fruits, vegetables
- Processed foods (e.g., peanut butter, frozen pies)
- Contaminated water

Salmonella (Typhoidal)

- Undercooked meat (e.g., poultry, beef, pork)
- Contaminated raw fruits, vegetables
- Raw or undercooked eggs, egg products
- Raw milk

Shigella

- Contaminated food, water
- Contact with fecal matter
- Sick food handler
- Cross-contamination

How to Prevent Foodborne Illness

WASH YOUR HANDS

KEEP FOOD SEPARATE

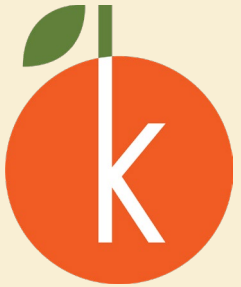
COOK FOOD THOROUGHLY

KEEP FOOD AT THE RIGHT TEMPERATURE

SANITIZE SURFACES

REFRIGERATE AND FREEZE FOOD PROPERLY

KEEP CHEMICALS AWAY FROM FOOD



Food Safety And Quality Control Manual

Where Can I find It?

Food Safety - Top 10 Criticals

Handwashing	Health Violations	Time and Temperature Control	Hot Water	Sanitizing

Approved Products	Cross-contamination	Pest Activity	Storing and Rotating Food	Other Critical Violations

Introducing Steritech

Benefits of an Improved Food Safety Program

4 Key Results

Team	Guest	Sales	Profit
• Team Member Safety • Team Member Training	• Health and Safety of Customers • Guests' Trust and Loyalty	• Maintain Brand Standards while the Brand is expanding • Reputation Management	• Operational Efficiency • Quality Control

Who is Steritech?

- “For over 35 years, Steritech has been an industry leader and pioneer in providing assessment and consulting solutions that mitigate risk, drive operational consistency, and help businesses accelerate growth.”
- #1 Brand Standards Service Provider
- Executes >500,000 assessments annually across >100,000 locations

What will Steritech Provide Keke's?

- In-Person Visits to Evaluate Food Safety
- Scored Reports After 1st Visit
- Twice per year Evaluation
- Coaching
- An Extension of the OER

Implementation Schedule

Q4 2024

Announced Steritech Training

- Begins Nov 1st
- 2.5 Hour Visit per Café
- Managers required
- Non-scored Report
- Agnes will send email

Announced Follow- Up Visit

- Begins Oct 28th
- Follow up on Action Plan
- Introduce the Food Safety Binder
- 3-hour Visit per Café
- Non-Scored Visit

Q1 2025

Announced Steritech Visits

- Begins Jan 31st
- 1.5 Hour Visit per Café
- Managers Encouraged to Attend
- Scored Report

Unannounced OER

- 5 Hour Visit per Café
- Scored Report
- New Action Plan
- Brand Standards and Food Safety Focus

Q2 2025

Announced OER

- 5 Hour Visit per Café
- Unscored Report
- New Action Plan
- Brand Standard and Food Safety Focus

Q3 2025

Unannounced Steritech Visits

- Begins October 2025
- 1.5 Hour Visit per Café
- Managers Encouraged to Attend
- Scored Report

Unannounced OER

- 5 Hour Visit per Café
- Scored Report
- New Action Plan
- Brand Standard and Food Safety Focus

Q4 2025

Announced OER

- 5 Hour Visit per Café
- Unscored Report
- New Action Plan
- Brand Standard and Food Safety Focus

New Tools are Coming

- Introducing Steritech
- Updated temperature log
- Keke's Walk-Through checklist
- Food Safety Binder:
  - ✓Most Recent OER and Action Plan
  - ✓Most Recent CRA (Steritech)
  - ✓Health Inspections
  - ✓Foodborne Illness Policy
  - ✓Certified Food Safety Manager Certificates
  - ✓Food handler Training
  - ✓Alcohol Training
  - ✓Pest Control Log

Ecolab update

Cleaning, Sanitizing & Disinfecting

CLEANING

- Cleaning physically **removes** most germs, dirt, and impurities from objects and surfaces.

SANITIZING

- Sanitizing **reduces** the number of germs on objects and surfaces to levels considered safe.

DISINFECTING

- Disinfecting **kills** remaining germs on surfaces. Killing germs can further lower the risk of spreading disease.

Sink & surface cleaner sanitizer

Where to use

3 compartment sink

Food prep areas

- Anything that food may come in contact with

Dining room tables

Rapid multi purpose disinfectant

Where to use

Nonfood contact surfaces

Windows & mirrors

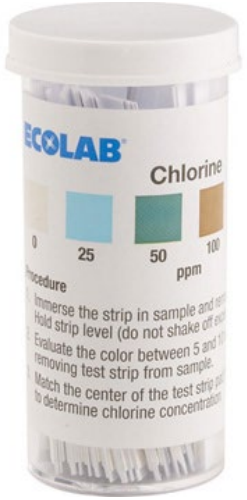
Restrooms

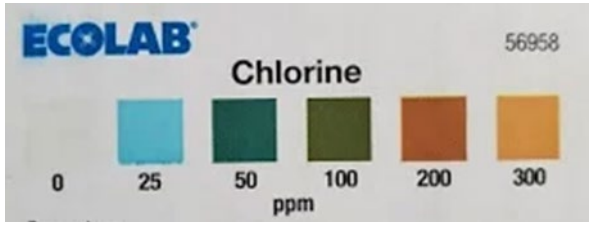
High touch areas

- Door handles
- Light switches
- Point of Sale

Chlorine Sanitizer

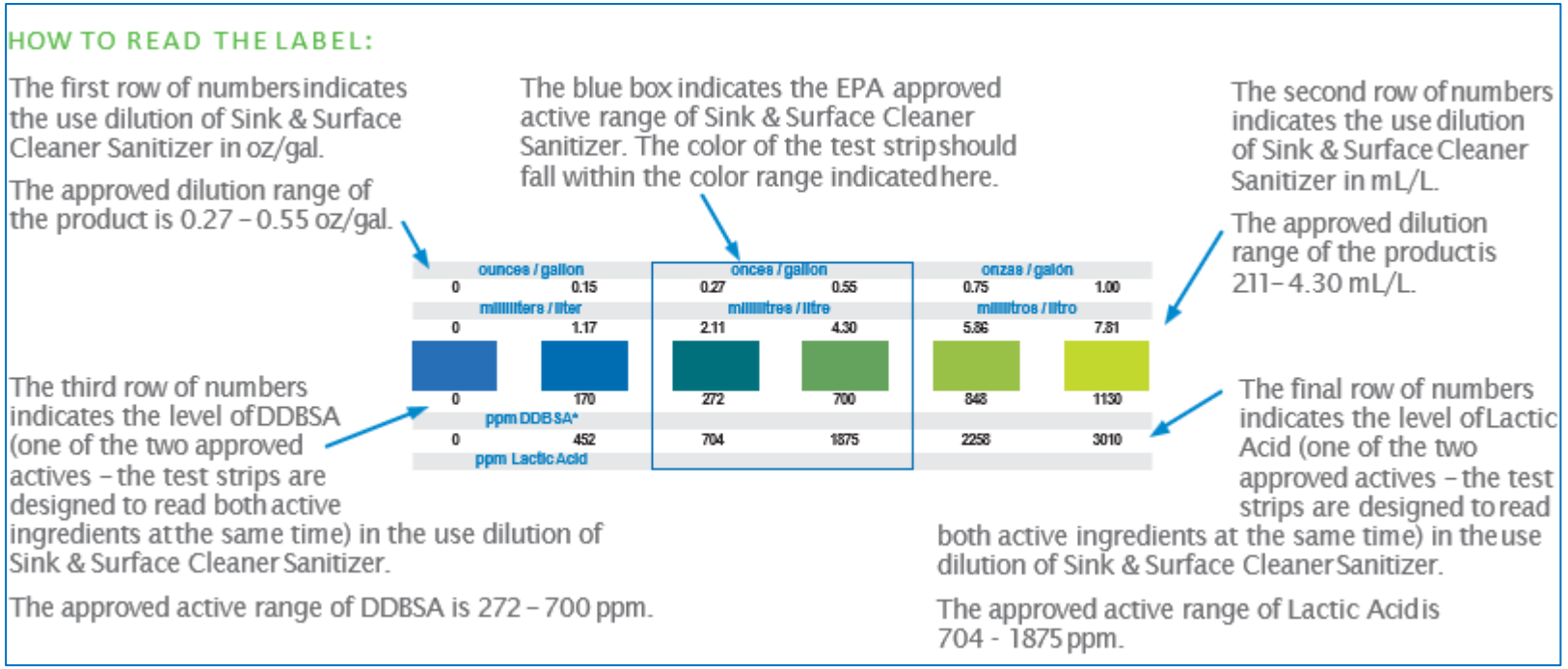
1. Take one test strip and dip into solution. Remove immediately and do not shake off excess sample.
2. After dipping, let sit for at least 5 seconds but not more than 10 seconds before reading the strip.
3. Match the test strip to the color chart to determine chlorine concentration. If the solution is outside the designated range of 50-200ppm chlorine, run an additional rack through the machine and repeat the test.





Sink & Surface Cleaner sanitizer

1. Dip Test Strip for 5 seconds into the test solution*. Shake off excess solution. After dipping, let sit for at least 5 seconds but not more than 10 seconds before reading the strip.
2. Compare colors after 10 seconds with colors on the test strip canister to determine the concentration.

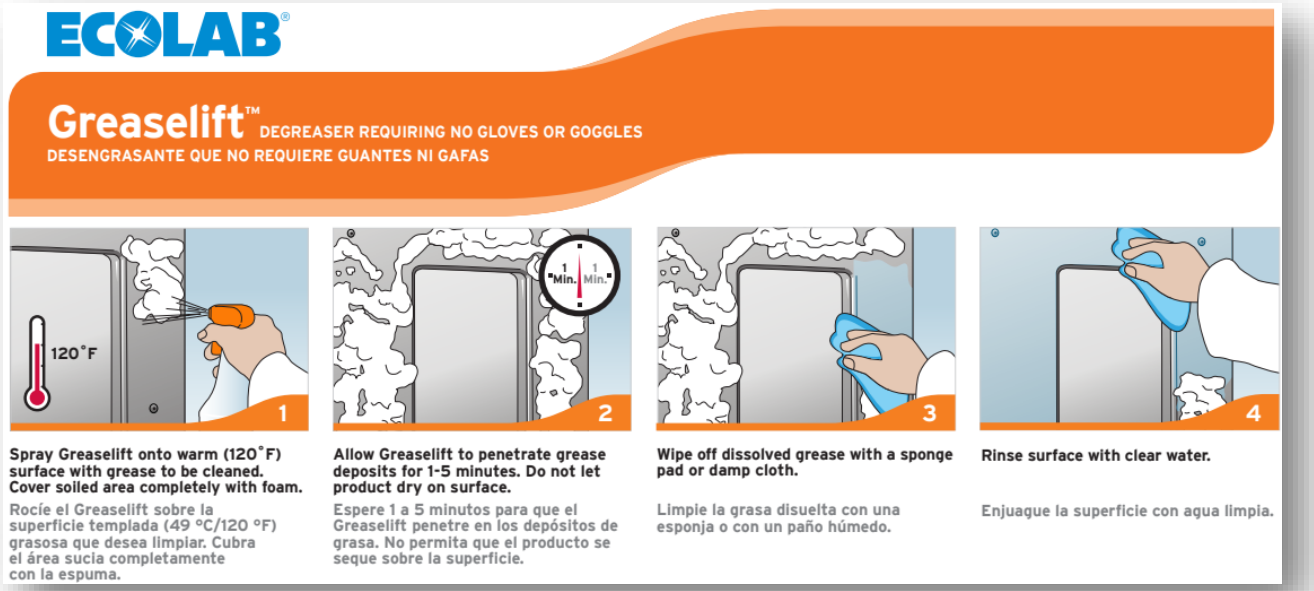


GREASELIFT

Effective degreaser that requires no gloves or goggles

- Aluminum safe
- Requires no gloves or goggles
- No unpleasant flashback or odor
- Foam for vertical cling
- Biodegradable

Coming in 2025: Greaselift Degreaser & Fryer Cleaner

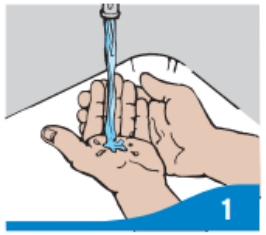


Hand Washing

ECOLAB

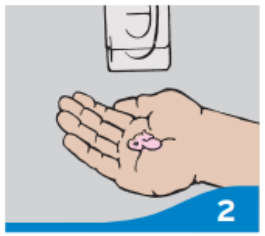
Proper Hand-Washing

PROCEDIMIENTOS DE LAVADO DE MANOS



Wet your hands with hot, running water (at least 100°F/38°C).

Mójese las manos con agua corriente caliente (al menos, a 100°F/38 °C).



Apply soap.

Aplíquese el jabón.

Scrub hands and arms for at least 20 seconds. Clean under fingernails and between fingers.

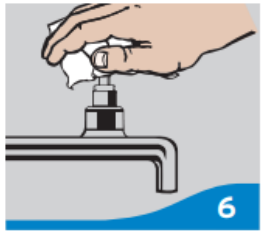
Lávese las manos y los brazos por lo menos veinte (20) segundos. Lávese debajo de las uñas y entre los dedos.

Rinse thoroughly under running water.

Enjuáguese las manos completamente con el agua corriente.

Dry hands and arms with a single-use paper towel.

Séquese las manos y los antebrazos con una toalla de papel descartable.



Turn off faucet using paper towel.

Cierre el grifo con la toalla de papel.

Everywhere It Matters.™

1 800 35 CLEAN


ECOLAB®
PROTECTING WHAT'S VITAL™

Thank you