

Product Timers:

*******Please Review the following material to be prepared for this transition...
Until this system is implemented we will be following a slightly simplified
alternative listed at the bottom of this document.**

Beginning Q1 of 2021 our current Timing system will be replaced with The Automated Holding Assistant (AHA) timer system is a quality tool that:

- Measures hold time performance for breaded chicken products (filets, breakfast filets, spicy filets, Nuggets and Chick-n-Strips). Note: this does not include grilled chicken products and is not required for catering as catering orders are cooked and assembled immediately for the order.
- Provides detailed reporting through the AHA Dashboard within Reports and Tools on @CFA.
- Every time a product goes in or out of hot holding, the pan should be placed in the Timer Activation System (TAS) brackets to be checked in and out. This is essential for obtaining accurate data, found in the AHA Dashboard. Team Members should be careful not to obstruct or tilt pans. **(Pans have barcodes on all 4 edges that are scanned by the camera. Product placed in the pan must match the product name on the holding pan.)**
- The tablet displays the chicken product in separate tiles with the holding timer, alerting you on holding time remaining and when holding time is complete. The tablet indicates how many pan cycles of each product have been checked in over a rolling 60 minute period, using the red/yellow/green pan icons, also known as the Pan Cycle Indicator. The indicators will turn green at four or more pans per 60 minute period to indicate a steady pace of pan turns.

You can adjust the volume and select the language on the Settings page. You can also add a bluetooth speaker to increase the sound of the tablet. Only one device can be connected and will NOT work if your bluetooth speaker requires a PIN to connect.

Checking In

Step 1: Place pan of cooked chicken in TAS holding bracket at chicken warming station. This action begins the check-in process and typically takes less than 2 seconds.

Step 2: Remove hands from pan. Do not move the pan, cover the barcode or block the camera during the check-in process so the camera can get an accurate read.

It is important to ensure the pan is level and free from obstruction during check-in. Hats, hands, nugget box visual cues for monitoring and other objects can interfere with the camera scanning the barcodes.

Step 3: When finished checking in, the tablet will sound an audible ding and a banner noting the timer started will appear at the top of the AHA tablet. Check-in is complete and the timer has started.

- **Timer begins counting down the 20-minute holding time, which includes a mandatory 90-second monitoring period and 60-second temperature checking period, as soon as check-in is complete.**
- **Tablet will display a green bar highlighted in green with "SERVE" and time remaining for each pan of chicken.**
- **Green bar will decrease in length as remaining holding time decreases.**

During the monitoring period, the product timer will be highlighted in orange with **"MONITOR"** next to it; do not serve chicken during this period. Once the **"CHECK TEMPERATURE"** period begins and product passes the check, chicken may be served.

Step 4: Once check-in is complete, remove pan from TAS brackets and place in reserve position at chicken warming station according to procedure.

Checking Out

Step 1: When holding time for a product ends, an audible ding and voice prompt will alert you that the pan has expired. This indicates that product needs to be checked out.

Note that pans that have been held the longest appear at the top of the screen.

When holding time is complete or has passed, the countdown time appears in red. As pans near holding time completion, the timer bar appears in yellow.

Step 2: Using burn-resistant grippers, remove pan from chicken warming station and place in TAS holding bracket. This is the beginning of checking products out, which typically takes 1 to 3 seconds.

Step 3: Remove hands from pan. Do not move the pan, cover barcode, or block the camera during check-out so the camera can get an accurate read.

When check-out is complete, a ding sounds and the timer for that product disappears. This step is critical for accurate data collection.

Step 4: Remove pan from TAS, and discard any chicken that has exceeded holding time or take it through the chicken cool-down process.

- **When to start the timer:** When frying chicken it is important that Team Members are utilizing provided timers located on the secondary centerline iPad. As soon as the pan of chicken is placed on the centerline the timer for said pan must be started.
- **How to reset the timer:** If any given timer goes off and the pan still contains chicken Team Members must temp said chicken immediately before serving any more product out of said pan. If the product is temp'd at greater than 165 degrees the chicken may still be used, and the timer reset. However, if the chicken falls short of this temperature it must immediately be placed in the cool down bin.

For the Time Being Please utilize the following instructions to ensure that timers are properly used.

- When a fresh pan of chicken comes out of the fryer team members should first transfer the pan to the centerline holding station, Select the pan on the lean ipad and start the 20 minute timer.
- Once the timer has been started Team members should place an empty nugget box on top of the pan for the initial 90 second monitoring period.
- Following this monitoring period a Team Member must immediately temp chicken located in the pan to ensure that it reaches a minimum temperature of 165 degrees.
- After the Temperature has been taken the remaining 17-1/2 minute hold time will continue to count down.
- As the Timer counts down the pan will enter a brief “monitoring period” during this time chicken from the pan must not be served.
- Once the monitoring period has passed Team members must temp the chicken again before serving it to guests.
- If the chicken in the holding pan reaches a minimum of 140 degrees, Team Members may continue to serve the chicken. However **if the chicken does not reach 140 degrees the contents of the pan must not be served** and should be placed in the cool-down chicken bin.
- Once a pan has been emptied Team Members must end the timer on the lean ipad.