

Pollo Campero's Standard Operations Manual

Current as of - February 2005



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What's New?

Updates to the Standard Operations Manual (SOM) will be conducted periodically throughout the year. This section will list what's new to the manual along with direct links to those sections.

How to Navigate

To view a chapter of the manual, click the chapter heading you would like to open from the *In the Manual* list at the right.



To return from a chapter to this home page, click the Home icon found on the first page of the chapter.

Additional navigation tips can be found in the Preface section of this manual.

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Interactive Manuals

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Preface: How to Use the Manual

Campero Standard Operations Manual

The Pollo Campero Standard Operations Manual was developed with restaurant operators in mind. The information inside this manual details the policies and general procedures for running and maintaining a Campero restaurant.

This manual was designed to be used as:

1. A reference for managers within the restaurant to answer questions on daily operations, personnel issues, sanitation procedures, and how to handle emergency situations.
2. A **training** resource for training new managers and employees.

To familiarize yourself with the Standard Operations Manual (SOM), take time to go through each chapter.

Operations Manual Organization

The Pollo Campero Standard Operations Manual is organized in chapters. Each chapter has its own table of contents for easier navigation. Since an operations manual is a living document and changes often, Pollo Campero decided to put it on a CD rather than a binder. This will allow for easier updates, and lessen the waste of paper.

To navigate the CD:

1. Place the CD in the computer and open Windows Explorer.
2. From the CD, select Op: Manual Main Page.pdf. This will display the manual's home page.

Put your manual on CD or on your intranet and make it interactive. You can navigate through chapters of information easily and perform word and phrase searches.