

The Manual Solution

offers professional documentation writing and instructional design services, as well as a variety of innovative training and management solutions for your organization.

Whether you need a new training manual from the ground up, revisions done to your operations manual, or a tool to assist in training or managing your business, **The Manual Solution** is *THE* solution for you organizational needs.

The Manual Solution was started in 2002 to offer instructional design and documentation writing services to a variety of industries, including the Restaurant, Retail, Hospitality, Business Services, and Technical industries. Specializing in the area of procedure manuals and training programs, The Manual Solution is fast gaining respect for quality service and the timely delivery of material.

Tracy Yandow, the founder and owner of The Manual Solution, has over 15 years of professional writing and design experience with a strong background in operations and training program development. She has designed and written a variety of programs used for both entry-level users and advanced users, including management personnel. She has been recognized for her



creative and innovative approaches to instructional design, and has written for the restaurant, retail, and technical industries.

Tracy started The Manual Solution in 2002, to offer her services as an instructional designer and documentation writer, specializing in the area of procedure manuals, and training programs. She is a fun and energetic woman with a knack for creating outstanding documentation that clearly communicates your business's information to your employees or clients.

With over 12 years of hands-on experience in training and operations, she has worked for a restaurant franchise organization, a retail service provider, and a leader in software and Internet applications development. In each position, she has developed, written, implemented, and presented training and operations programs to hundreds of people.

Since founding The Manual Solution, she has re-worked procedure manuals, designed many training manuals, job descriptions, employee manuals, business plans, forms, and computer based training programs.

She is highly motivated and focused on her mission to provide operators and business owners with written tools that not only look good, but also are effective. After years of reviewing company manuals that resemble encyclopedias, training workbooks that have never been opened, and overhead projector presentations that put the audience to sleep by the third slide, she felt that it was time to provide a much-needed service to organizations like yours.

The Manual Solution offers a variety of solutions for your organization. From manual writing and editing, to training program development, The Manual Solution has the tools and experience to provide you with the quality work you expect in a timely manner.

The Manual Solution's expertise lies in documentation development and instructional design. We work one on one with our clients through content and layout development. If you are not sure where to start we offer suggested topics and outlines for a variety of manuals, guides, and operating tools. We do not stop until you are fully satisfied with the end result.

Operational Solutions

- Operations Manuals
- Policy and Procedure Manuals
- New Store Opening Guides
- Implementation Guides
- Business Plan Layout
- Product Owner's Manuals
- User Manuals

Training Solutions

- Instructor-led Training Materials
- Job Specific Training Guides
- Train-The-Trainer Seminars
- Policy Training Programs and Seminars
- Training Tools
- On-site Seminars and Motivational Speaking

Business Solutions:

- Brochures
 - Newsletter Design
 - Presentation Materials
 - Documentation Revisions
 - Layout and Template Design
 - Technical Tip Documents
 - Spanish Translation
 - Graphic Design
 - Professional Proofreading and Editing
-

"We selected The Manual Solution to improve on our Operations Manual and Training Programs. We were very impressed with their overall experience in the foodservice industry. The Manual Solution always displayed a customer focused attitude. They had the ability to understand our needs and provide us with creative solutions.

We were totally satisfied with the results and all our goals were met in terms of the project and timeline. We will choose The Manual Solution for our future manual projects and recommend them to others."

— Miguel Angel Vettorazzi, Training Director, Campero USA Corp.

"Choosing The Manual Solution to update and revise my documents was the best decision I could have made. With outstanding creativity and fresh approach to design, I now have tools for my clients that I am confident they will find appealing and user friendly."

— Jim Laube, Owner, RestaurantOwner.com

"The Train-the-Trainer guides are world class beyond compare within our industry. These will not only facilitate client delivered training, but will assist the RealPage Training Department in providing consistent, quality service to our clients... I sincerely could not hope for a more professional team to collaborate with on any project... You are awesome and it is a pleasure working with you."

— Manager of Training, RealPage, Inc.

"I have used The Manual Solution to create policy manuals, instructor guides, and training programs for Washington Inventory Service. The expertise and creativity were outstanding. Our projects were completed ahead of schedule and with quality that exceeded our expectations!"

— Scott Smith, Vice President of Operations, Duffy Research Inc.

"I am very pleased to report that all of her work on our behalf has been conducted in a professional and superior manner. Tracy was instrumental in the major task Perky's Foodservice Concepts undertook in the year 2002 to completely overhaul our operations manuals. In that process, Perky's Foodservice Concepts, Inc. went from having 4 manuals to 1 complete and coherent manual.

"Tracy's operational skills and understanding of the foodservice industry, along with her organizational and writing abilities make her uniquely qualified for a broad range of activities for a company. Tracy facilitated all aspects of the process with the Perky's Foodservice Concepts, Inc. personnel involved with the manual overhaul.

"Tracy was an invaluable asset to Perky's Foodservice Concepts, Inc. at a critical time in our company. I appreciated her guidance, technical input and overall assistance on our project. I recommend her services without hesitation."

— Jim Howell, President and COO, Perky's Foodservice Concepts, Inc.

"... A very valuable member of our company's training staff. Had the ability to pick up quickly on new information, figure out what skills were needed and then turn attention to developing appropriate curriculum...."

— Dan Nelson, Division Vice President, Washington Inventory Service



Clients

The Corner Bar
Rockford, Michigan

Coffee Lodge, Inc.
Ontario, Canada

Joe Cracker's
Tiki & Sports Grille
Venice, Florida

WOW Café & Wingery
New Orleans, Louisiana

Strizzi's Restaurants, Inc.
Dublin, California

AIRCONDITIONED
San Diego, California

Ruby's Diner
Newport Beach, California

Perky's Foodservice Concepts
Oldsmar, Florida

Smile Button Enterprises, LLC
Peoria, Arizona

Victory Lane Bar & Grille
Massachusetts

Anna's Linens
Costa Mesa, California

Chow!Bella
St. Albans, Vermont

Silliker, Inc.
Homewood, Illinois

Pollo Campero
United States and Guatemala

Duffy's Sports Bar and Grill
Palm Beach, Florida

The Whole Enchilada
Birmingham, Alabama

Don Pablo's
Atlanta, Georgia

Washington Inventory Service
San Diego, California

Intercontinental Hotel Group
Atlanta, Georgia

MVP Micro, Inc.
Costa Mesa, California

Liberty Medical Group
Palm Beach, Florida

Apartment Association of
Greater Rochester
Rochester, New York

Surrogate Creations
Roseville, California

What services does *The Manual Solution* provide?

The Manual Solution offers professional documentation writing and instructional design services. Areas of specialization include Operations Manuals, Policy and Procedure Manuals, Instructional Design, Training Manuals. Additionally we do presentation materials, forms, newsletters, documentation revisions, and much more.

Does *The Manual Solution* outsource its work?

No. The Manual Solution completes all work. Company owner, Tracy Yandow, does much of the client work herself. When someone hires us to do a job, that's exactly what we do. This is the only way we can be sure that it gets done right. The Manual Solution has documentation professionals who collaborate as needed.

Do you work onsite or offsite?

We work almost exclusively offsite. Most of our work is done by Internet, email, phone, and fax. Depending on your location and the needs of the project, we will sometimes go onsite to meet with people and attend meetings. The client pays all travel expenses.

Why should I hire *The Manual Solution*?

The Manual Solution has a personal approach to professional documentation. You talk directly to the person working on your project. We work together to find the best solution to meet your needs. We also bring a fresh and creative approach to design, and we don't stop until you are completely satisfied with the end product. We only take on projects that are within our scope, and can be completed to meet deadlines.

How much do you charge?

The Manual Solution will spend time looking at the size and scope of the project and then provide you with a project quote. Most projects are billed at an hourly rate. We will also provide you an estimated time to complete the project.

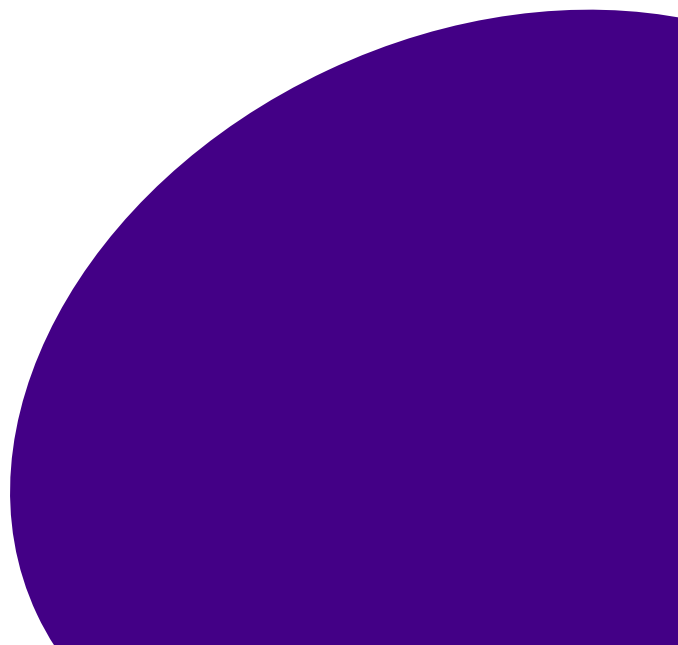
I have a documentation project I'd like to outsource. How do we get started?

Contact us by phone or email. We will review your requirements and provide you with the "best value" solution. We respond to all inquires promptly.



Page Layout Examples

The following is an assortment of page layout examples from training guides, operations manuals, and training programs that we have developed over the years for variety of industries.



Server Job Guide

Greeting the Guest and Taking the Order

It is time to make your first impression with the guest. Greeting the guest is as important as delivering an accurate order. Providing exceptional service starts with the first "Hello".

Guests usually like to have time to study the menu without feeling that their waiter is waiting impatiently to take the order. The waiter should be ready to give prompt attention as soon as the guests have decided on their orders. The server stands at the left of the customer, close enough to hear him or her easily and to answer any questions distinctly.

Follow these steps when greeting and taking the order:

What to do	How to do it
Approaching the table	<ul style="list-style-type: none"> Smile and warmly greet the customer. Introduce yourself and be courteous.
Getting guests settled	<ul style="list-style-type: none"> Help with any additional seating such as highchairs and booster chairs. Remove extra place settings. Help guests with disabilities. Present guests with menus from the right side using your right hand.
Taking drink orders	<ul style="list-style-type: none"> Ask guests if they would like to start with a drink. Make sure to get all the details of drink orders, such as whether guests want drinks on the rocks or straight up, and check on garnishes. Pay special attention to children, getting their drink order and

The use of bullets and numeric lists make the information easy to view and follow.



Canned Products

A few items arrive canned. It is recommended if any item is available fresh, that should be the choice. In some circumstances, canned products are required. Mushrooms, black olives, and jalapenos are some of the items that are not practical fresh options. Mushrooms are usually available fresh in all markets and are highly recommended over their canned counterparts. The canned variety is expensive, require additional preparation of rinsing and draining, and do not have the appeal that fresh mushrooms have. Fresh produce should be purchased on the local level therefore it will be necessary to use an existing local food purveyor or establish delivery with a local produce company. Perky's food distributors carry a complete line of canned goods if you decide to use that alternative.

Receiving and Storage: When receiving canned product it should be delivered at room temperature. Check the cases carefully for any damaged or dented cans. These should be sent back to the distributor. Place in dry storage on shelving upon receiving. Store in a cool to moderate temperature location away from any heat producing equipment such as furnaces or ovens. Do not drop or handle carelessly. Rotate the stock using the FIFO (first in / first out) method to ensure the freshness of the product.

Usage and Refrigeration: The normal packaging is six, ten-pound cans per case. Open cans using a can opener. Be careful not to cut yourself on the can or the lid. Once product has been removed from the can, place the can and the lid in the garbage carefully. All canned products

on the pizza. Once 9 pan in the pizza left over should be ed and marked with

- Ⓢ **Restaurant Equipment** – Restaurant equipment may be supplied by a local source. A list of items is located in the appendix.
- Ⓢ **Bar Equipment** – Bar equipment may be supplied by a local source. A list of items is located in the appendix.
- Ⓢ **Kitchen Equipment (small)** – Small kitchen equipment may be supplied by a local source. A list of items is located in the appendix.
- Ⓢ **Kitchen Equipment (large)** – Large kitchen equipment, including all cooking, sanitation, and fabricated equipment, is specified as per the kitchen equipment legend in the preceding section. The equipment legend contains required equipment utilized in a Kem's operation. It is strongly suggested that hotels utilize the services of our restaurant design consultation firm. For more information, see the appendix.



The purchasing guide includes model numbers of products specified in the summer of 2004. Model numbers may change with enhancements. If a particular model number has been replaced with an upgraded model, the upgrade will become the required product.

Using icons can be a helpful tool to indicate important information you want to make sure the reader notices.

Counter Person Quiz

DAY ONE:

POLICIES AND SANITATION/SAFETY

- 1) Our Mission is:
 - a. To have more bakeries than any other company in our industry.
 - b. To provide the best possible service.
 - c. To serve only quality products.
 - d. a and c
 - e. b and c
- 2) Which of the following items are not to be worn during your shift:
 - a. A logeod hat.
 - b. Laytex gloves.
 - c. Fingemil polish.
 - d. One small stud earring per ear.
 - e. None of the above.
- 3) An example of possible Cross Contamination would be:
 - a. Prepping two kinds of meat at the same time on a cutting board and scale.
 - b. Storing meat in closed containers.
 - c. Slicing a meat sandwich and then slicing a tuna sandwich without wiping the knife.
 - d. All of the above.
 - e. a and c.
- 4) The temperature danger zone is:
 - a. 40°F-145°F
 - b. 0°F-120°F
 - c. 65°F-180°F
 - d. 42°F-150°F
- 5) Why is food service sanitation important?
 - a. To know which products to recycle.
 - b. The health of our customers & ourselves.
 - c. Customer perception.
 - d. b and c.

DAY TWO:

PREP AND SANDWICH BUILD

- 1) The correct thickness of cucumbers and green peppers are:
 - a. 1/2" to 1/3"
 - b. 1/4" to 1/2"
 - c. 1/8" to 1/4"
 - d. 1/8" to 1/2"
2. What does one portion of Salmon weigh?
 - a. 2.0 ounces
 - b. 1.75 ounces
 - c. 3.0 ounces
 - d. 2.5 ounces
3. What is on a Garden Vegetable sandwich in order?
 - a. Tomato, lettuce and sprouts.
 - b. Cucumber, lettuce, tomato, green pepper sprouts and onion.
 - c. Cucumber, green pepper, tomato, lettuce, onion and sprouts.
 - d. Lettuce, cucumber, tomato and sprouts.
4. How much condiment goes on a normal deli sandwich?
 - a. 1 ring on the bottom.
 - b. None.
 - c. 1 1/2 rings around the bottom of the bagel and the top of the bagel.
 - d. 2 rings around the bottom of the bagel and the top of the bagel.
5. When cutting a bagel your thumb should always be:
 - a. Out of the path of the knife.
 - b. In the hole of the bagel.
 - c. On the soft spot of the bagel.
 - d. On the bottom of the bagel.

The use of daily quizzes during training can be a great way to see if your new employees are retaining the information they have been learning.

Training Workbook

Module 2: Foodservice Sanitation



Part 3: Cleaning & Sanitizing (fill in the blanks)

- _____ is the process of removing food and other types of soil from a surface, such as a countertop or plate.
- _____ is the process of reducing the number of microorganisms on that surface to safe levels.
- To be effective, surfaces must first be _____ and rinsed before being _____.
- MSDS stands for _____.
- What are the five steps to using the 3-compartment sink?

By filling out a workbook as new employees are learning new skills, they tend to retain the information longer than just hearing it. Also, the book can be useful for those who want to take it home for review.

Server Training Manual

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A well organized table of contents helps the reader to find information quickly.

Server Training Manual

Server Functions & Responsibilities

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service. You, as a server for Blue Water Grill, must be


General Job Guidelines and Responsibilities



- ▶ When taking an order, always look at the eyes, and stand erect. Never lean down on your knees.
- ▶ Never handle a glass by the rim or the surface.
- ▶ Never handle silverware by the tips.
- ▶ When handling plates or silverware, always hold them by the surface or the food.
- ▶ Help your guests as much as possible. If you are one of the city's favored bars, always be showing nearby.
- ▶ Know your schedule.
- ▶ Know what time to be back at work.
- ▶ Know what the daily specials are.
- ▶ Know the history of the restaurant.
- ▶ Know the managers.
- ▶ Avoid any long conversations with guests. Do not upset your other customers.
- ▶ Clear your mind of every conversation. When you're at the door, guests can tell when you're not with them at the table and your experience and the service.

Server Training Manual

Quality Control




Quality control is a primary responsibility of every employee serving food and drinks to the customer. You are the last person to come in contact with the food before the customer does. If something does not look right or is not presentable, DO NOT SERVE IT! The saying "People eat with their eyes" is very true. Make sure all of your products look good on the plates.

Things to look for before leaving the kitchen:

1. **HOT food.** Few things are more basic but more important. Check to see if your food is hot. Just because something is in the window, does not mean that it is hot. If it is not hot, DO NOT TAKE IT OUT. Tell the manager. NEVER yell or argue with a cook. Go directly to the manager. This will alleviate a lot of problems.
2. **Clean plates.** Always check any plates, mugs, silverware, and napkins before you present them to the customer. Check food basket for grease spots, spilled food, etc.
3. **Correct portions.** Always check to see that the product is in the right portions. Make sure you are taking YOUR order. This can be very embarrassing at the table. Always ask yourself if you would eat that item if it were brought to you.
4. **Call for back-ups.** If something in the kitchen looks low and you are about to run out, TELL SOMEONE. If you take one of the last bowls of soup, call for back-ups. If the salad is warm or wilted, do everyone a favor, and say something before the customer is served.
5. **When brining out drinks.** be certain the glass is clean, filled to the proper level, and that the garnish is correct, fresh and attractive.
6. **Cold food** is as equally important as hot food. Make sure cold foods are going out cold, not warm or cool, but cold.
7. **Brine necessary condiments** with order: i.e., ketchup, mustard, Parmesan cheese, etc.

Portfolio Page 29

Group Analysis Drill Down Exercise



For this exercise let's say that you are the CEO and you want to see everything by state, then by regional manager, then by city, and lastly by property.

First you need to make sure to set your levels.

From the Group Analysis section:

- Use the down arrow by each level to select the following categories:

Field:	Data Entry:
Level 1:	State
Level 2:	Manager Regional
Level 3:	City
Level 4:	Property Name

Notice the table of information displayed to the left is now categorized by state. The table shows the number of properties in each state, the number of units in those properties, the occupancy percentage, the economic occupancy percentage, the leased percentage, loss to lease percentage, and the average rent per unit.

You can sort the information in the table by clicking any of the columns. In our example, you can click the *Rent* column to sort the listed states according to highest or lowest average rent. Clicking the *Occup* column sorts the listed states according to occupancy rate.

- Next let's drill down to the Level 2. Double click on the State of CA.

State	Props	Units	Occup	Econ	Lsd	LTL	Rent
CA	9	991	80.2	77.5	82.6	4.3	1210
FL	4	2207	92.8	92.4	88.4	2.8	794
NJ	6	1770	94.6	94.2	90.3	2.1	669
TX	10	4444	88.9	88.8	84.2	1.9	646

Level 2 information is displayed for the selected State.

- Double click *Manager Regional: Justin Case* to view Level 3.

Manager Regional	Props	Units	Occup	Econ	Lsd	LTL	Rent
Justin Case	3	991	80.2	77.5	82.6	4.3	1210

Level 3 information is displayed for the selected Manager Regional.

- Double click *City: Irvine* to view Level 4.

City	Props	Units	Occup	Econ	Lsd	LTL	Rent
Irvine	3	991	80.2	77.5	82.6	4.3	1210

Level 4 information is displayed for the selected City.

When writing technical documents for the average user you want to stay away from technical terminology and use step by step instructions.

For software applications the use of real screen shots helps the user to follow along with the information.

When creating job descriptions keep the responsibilities specific and to the point so there is no question to what the job entails.

Job Description

Title: GENERAL MANAGER

Reports to: Owner / Director of Operations



Summary of Position:

Oversee and coordinate the planning, organizing, training and leadership necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

Duties & Responsibilities:

- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Ensure that all guest feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Make employment and termination decisions.
- Fill in where needed to ensure guest service standards and efficient operations.
- Continually strive to develop your staff in all areas of managerial and professional development.
- Prepare all required paperwork including forms, reports and schedules in an organized and timely manner.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.

The Manual Solution Samples

Curriculum:	Intermediate Inventory Training	Module:	Training Skills
Time	Activity	Content	
15 minutes	 Introductions	<p>Welcome to Training Skills!</p> <p><i>Set the tone:</i> Introduce yourself to the group and welcome them to the Training Skills Workshop. Explain today will be a day of learning basic training techniques and sharing ideas. But before going any further conduct the icebreaker activity to loosen up the group and introduce them to their co-workers.</p> <p>Icebreaker Activity</p> <p><i>Trainer's Note:</i> To prepare for the icebreaker activity - Prior to class find comic strips that has some relevance to the day's training. Cut strips into individual panels. Have enough comic strips for the number of groups you would like to form and enough panels for each person to have one.</p> <p>DO: Give each participant a panel to a comic strip. Instruct them to find others with panels from the same comic strip and piece together the whole comic. Once together you can have them introduce themselves to each other. Either have them sit with their group or return to their seats once done.</p>	
15 minutes	 Group Discussion	<p>Expectations/Learning objectives</p> <p>ASK: Why are you here today and what do you hope to get out of today's training?</p> <p><i>Answers:</i> Write down answers and discuss how they tie into the learning objectives.</p> <p>TELL: Discuss how they will be able to benefit from the workshop.</p> <ul style="list-style-type: none"> ▪ How to better train employees ▪ How to Improve retention ▪ How to better provide direction when giving directions to an employee. <p>TELL: Discuss how they will be able to use today's training in a practical sense.</p> <ul style="list-style-type: none"> ▪ Managers – techniques for giving instruction, know the role of their trainers and to learn what knowledge new employees need. ▪ Trainees – understand the training program and how to use it. 	

Using suggested time frames for each section helps the instructor to stay on track.

Giving an instructor bullet points and ideas on how to lead the class will help him to present, without having him read from the guide word for word.

Using check boxes in training guides can be useful if you want to copy the page and use as a checklist during hands-on training.

Cleaning Schedules

Cleaning schedules are done in a daily, weekly and monthly manner. Your location might require you to add or delete some tasks in these schedules. Customize them to fit your specific needs. With the employees utilizing and following the schedules your location will be kept clean and eye appealing.

Daily Schedules

- Cleaning of the workstation can be simple or difficult. If throughout the day you were cleaning up after yourself, being neat and organized, cleaning will be very easy.
- The dough press gets wiped down with a soft damp cloth. Do not use abrasive type cleaners and chemicals or the platens will be damaged.
- The oven should be wiped down on the outside with stainless steel cleaner. The loading and receiving trays on the ends of the oven and the crumb trays washed in a three-compartment sink according to regulations.
- Wash all the pans and utensils in the pizza make station and clean the inside of the prep unit then place the cleaned pans and utensils back into the unit so they are ready for tomorrow.
- Outside surfaces of all refrigeration should be wiped down with stainless steel cleaner. Be careful not to contaminate any food with the over spray.
- Make sure all counter surfaces are washed and sanitized.
- Sneeze guards and display cabinet cleaned with a glass cleaning solution.
- All rubber door gaskets inside the refrigeration washed to prevent mold growth and discoloration. Be sure to separate ridges and clean in between.
- Walls around the food preparation area and behind the garbage cans where splatter occurs must be washed.
- Garbage cans emptied, washed and air-dried. Do not put bags into a wet garbage can. Mold and unsanitary smells will occur.
- Sweep and mop the floors. Do not mop while still open for business.

The Manual Solution Samples

Screwdrivers

- Most screwdrivers are not designed to be used on electrical equipment. Use an insulated screwdriver.
- Do not hold an object in the palm of one hand and press a screwdriver into it, place it on a bench or a table.
- Never hammer with a screwdriver.
- Check for broken handles, bent blade, etc.

AMERICAN GREETINGS

Specialty Services

The use of color and graphics can add a lot to a presentation.

What Is Foodservice Sanitation?

Workbook page # 10

- Food safety means controlling the growth and spread of bacteria and viruses.
- Bacteria can cause foodborne illness, which in severe cases can result in death.

Overview

- Part 1: Personal Hygiene
- Part 2: Food Handling
- Part 3: Cleaning & Sanitizing

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Use simple navigation buttons to turn your presentation into a simple self-paced training program.

Welcome

- Getting to know you!
- Setting expectations!

When developing a presentation the fewer words on the slide the better. Let the slide just be a guide to the spoken presentation.

The Learning Process

- How do you learn best?
 - By Watching?
 - By Listening?
 - By Doing?