**Week ending 5/16/2015**

My ninth week consisted of working in Subs, Pizza, and Coffee

I spent Monday and Tuesday in subs. Every morning we began the day by cutting up any toppings we might need throughout the day for the sub stations such as tomatoes, onions, cucumbers, etc. We would make tuna salad if we needed it. We would fill the sub stations with all of the toppings we would need for the subs. There was always someone in the back-baking bread throughout the day. They would get in early each morning to begin baking the bread for the morning through lunch. Later in the morning we would use the production guides and job aids to make the ready-to-go subs for the cold case in prepared foods. I also learned that the sub department does all of their own ordering through Big Apple using ICE. Every morning we looked to see if any catering orders needed to be done that day. There was a specific area to hold the orders so we could see them, and we would prepare them about 20 minutes before the customer was scheduled to pick them up. Most of the day I spent my time making subs for our customers. I learned very quickly how to make the hot and cold subs. Every three hours we would need to do temperature checks on each sub-station. Our area had three of them. On downtime I would fill the sub stations and I would clean up, as it gets very messy quickly making subs!

On Wednesday and Thursday, I was in pizza. Each morning we would get our pizza station ready with all of the toppings we needed to make pizzas. We would check the prepared cold case for any expired pizzas, cheese, pepperoni, etc. that we would need to shrink. We would use the production guides to make any pizzas we needed to put out in the prepared cold case as well as any toppings we sell. We used job aids to make all of our pizzas. Once we finished our pizzas for the prepared cold case, we would begin cooking our finger foods for the hot bar. This consisted of wings, boneless wings, mozzarella sticks, pizza logs, etc. We would also begin making pizzas for our pizza case. All of this needed to be ready by 11 am for sale to our customers. When we pulled the finger foods, we would temp them with Sure Check to make sure they meet the temp requirements to put on our hot bar. Each item needs to be at 165 degrees. When our pizza was done, we would use Sure Check to time them and then we would mark on the back of the sign the time the pizza would expire so that we would know when to pull the pizza if we didn’t sell it to our customers. I also learned how to run the register and check customers out. During our downtime we do not have a café register open so many customers will come to pizza to check out. Throughout the day we would make sure that our hot bar was full, and we would make pizza for our case, as it would sell so that our case was always full. I learned that pizza also does all of their orders through Big Apple using ICE.

On Friday I worked in coffee. That morning we got our breakfast sandwiches ready for the sandwich case. The coffee was already brewed for the morning when I came in, but I learned that we periodically check to make sure the coffee is full and if not, we would brew more coffee. We had two organic selections and eight other flavors we sold. For the most part we would service our customers with what they ordered throughout the day. Morning and lunch were very busy. I mainly worked register and Debbie would make what the customers ordered from me (I think I need more than a day to figure out how to make the selections we offer!!) I learned that coffee takes a while to pick up. We offer so many different options. I was able to taste a few different items we sell as well throughout the day. On downtime we would clean and stock up on anything we needed.

**Technology Opportunities**

I thought it might be a neat opportunity to introduce pizza to our catering website so that customers can order pizza online as well. A lot of customers would come up directly to pizza and put an order in. It usually takes about 20 minutes to make a pizza from start to finish. However, I think we could get more business and additional customers if we offered pizza options through catering. This would help pizza prep on busier days as well if they know what they need to make in advance.