



# Phase II Kitchen Minder™ Implementation Guide



August 15, 2006

**Required Compliance  
New Construction  
Prerequisite for Batch Broiler**

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## Kitchen Minder Elements

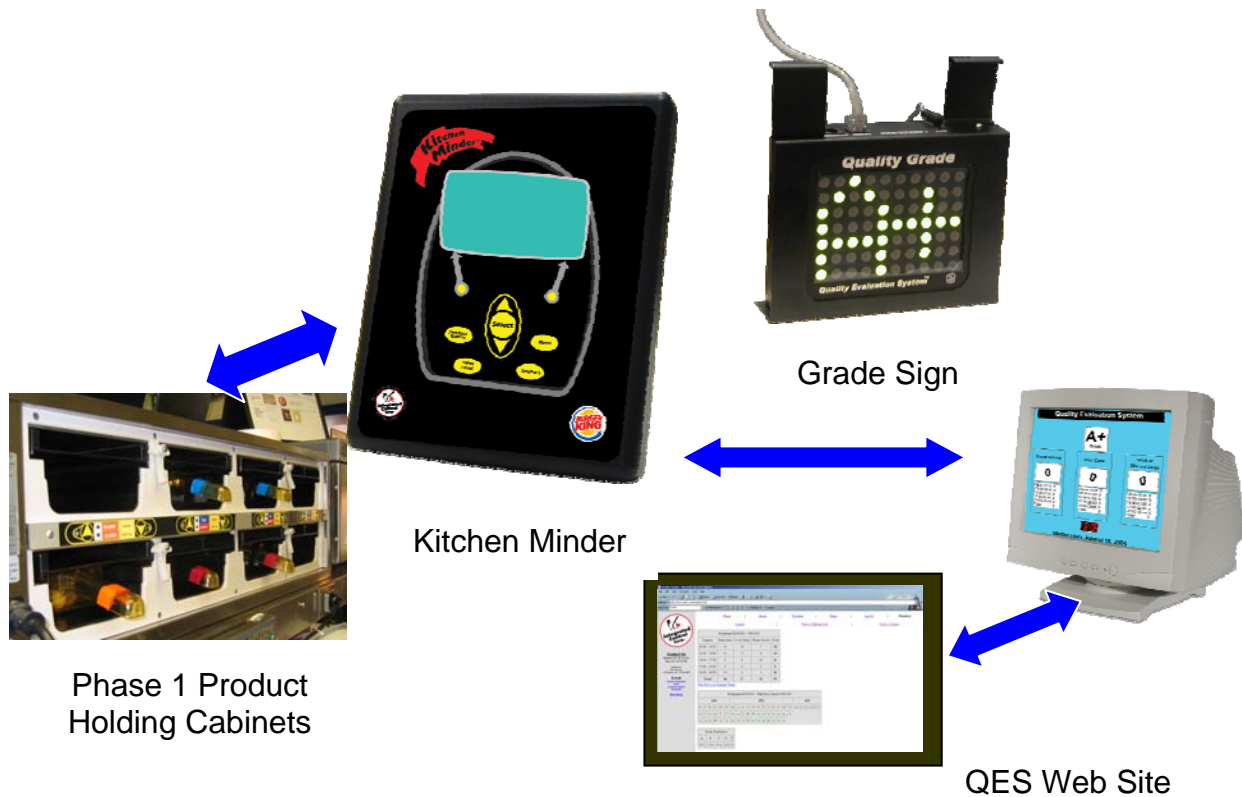
### 1. Overview

This document contains an overview of the Kitchen Minder system and the steps that are required to purchase and install the Kitchen Minder in a Burger King Restaurant.

Phase I introduced batch cooking and Product Hold Units (PHU) into the Burger King kitchen. These devices allowed sandwiches to be made to order and served fresh. The key to serving the highest quality sandwiches is to only cook what can be served in the product hold time allowed.

The Kitchen Minder is a device that tells the staff what to cook throughout the entire day. At the start of the day, the manager loads the Kitchen Minder with a Kind of Day that consists of product mix and ½ hour sales data. The Kitchen Minder calculates the products that need to be cooked and displays it on the Kitchen Minder Screen.

When the product is cooked and is placed into the PHU, the product quality timer button is pressed and the Kitchen Minder will remove the item from the list.



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## 2. Kitchen Minder Basics

The Kitchen Minder is mounted on top of the main PHU (closest to the broiler) in a typical kitchen.



The staff monitors the Kitchen Minder screen, along with the lights on the product quality timer bars to determine how much product to cook throughout the entire day. The Kitchen Minder functions as an automated Production Coordinator.

- **Selecting Kind of Day**

At the beginning of the day, the manager loads the Kitchen Minder with information for the coming day. This is done using the back of house computer with a program called PC Minder (supplied).

The manager runs a product mix report and ½ hour sales from the POS system. The report is automatically translated using the POS report converter so that the PC Minder program can correctly read the information. With a click of a button, the manager then sends this data to the Kitchen Minder using the PC Minder program. This process automatically programs the PHUs with the proper holding times, linkages, as well as product cook times. The Kitchen Minder system eliminates manual or Palm-based programming of the product timer bars.

- **Using the Kitchen Minder**

After the Kitchen Minder processes the data, it will display a list of products to cook. It will also turn off the red lights on the PHU timer bar if the product is not needed at this time, preventing over-produced food while controlling waste.

The user then cooks the required products and places them into a pan. The pan is then placed into the PHU and the product hold time button is then pressed on the timer bar.



When the product hold time is started, the Kitchen Minder removes the product from the screen. When the pan is emptied, the staff presses the PHU timer bar button which tells the Kitchen Minder the pan is empty. If more products are required, they will be displayed on the Kitchen Minder list, and the PHU timer bar light will be red.

If the hold time expires and the additional product is not needed, the Kitchen Minder will display DISCARD, as well as the name of the product.

As sales increase during peak periods, the Kitchen Minder will display both the type and amount of products to cook. As the sales level decreases and the PHU pans are emptied, the Kitchen Minder will not direct the team member to replace product, thereby helping to control waste.

- **Makin' the Grade Display**



The Kitchen Minder monitors how the staff performs throughout the day. It records 3 types of errors that the staff can make and encourages them to follow proper procedures to achieve excellence. The Kitchen Minder improves the manager's awareness of potential food quality opportunities by consistently monitoring the following errors:

1. **Cook and Discard Delay** – If product to be cooked or discarded remains on the screen for a period of time, the Kitchen Minder logs a cook/discard delay error. This means the team has ignored the Kitchen Minder, or they have not pressed the PHU timer bar button.
2. **Over Cook** – If the team places more pans of product into the PHUs than is instructed, the Kitchen Minder logs an over cook error.
3. **Hold Time Extended** – If the staff extends the hold time for a pan of product, the Kitchen Minder logs a hold time extended error.

The Kitchen Minder records and calculates these errors, and then displays a letter grade on the Makin' the Grade display in the kitchen.

After 30 minutes the points taken away by each error will be replaced, thereby raising the grade. This motivational tool helps the team measure their success. The Makin' the Grade display is like a D/T timer display for the kitchen. It helps to measure team performance, and it also allows the

manager to reward or redirect the team as needed.

- **Restaurant Quality Evaluation System (QES)**

The manager can review the current day's errors by opening the Quality Evaluation System (QES) program on the back of house computer. In addition, the optional Manager's Assistant can also display the errors and the errors by Daypart on a real-time basis (refer to Manager's Assistant – pg 15). At the end of the day, the back of house computer (if available) downloads the errors from the Kitchen Minder and creates a report.



The manager can review these reports for the last 30 days.

- **Online Quality Evaluation System (QES)**

At the end of the day, the grade data is uploaded to the internet via modem or broadband connection. This data is then posted to the ICC [website](#) (refer to section 6, QES on the Web).

Users can log on to the ICC website and view the QES data.



## 3. Order Process

### U.S. Ordering

**Integrated Control Corp (ICC) has made ordering Kitchen Minder systems as easy as possible. The steps below detail the process.**

1. Contact ICC by:
  - **Phone – 877-ICC-8788**
  - **Fax – 631-673-6756**
  - **E-mail – MinderSales@goicc.com**
2. An ICC sales representative will respond and request the following information:
  - **Number of Kitchen Minders to order**
  - **Burger King restaurant number**
  - **Shipping information**
  - **Type of PHU (Duke or Prince Castle) for bracket or chase**
  - **Type of PHU timer bar (ICC or Prince Castle)**
  - **POS manufacturer and model**
  - **Back of house computer operating system (if present)**
  - **Technical contact(s)**
3. The sales representative will explain the following to the customer:
  - **Kitchen Minder components**
  - **QES and subscription service**
  - **Installation options**
  - **Back of house connections**
  - **Payment methods**
  - **Quotation with lease options**
  - **Order with deposit**
  - **Technical information**
  - **Shipping schedule**
4. The sales representative will send a written quotation to the customer.
5. The customer then creates a purchase order or signs the quotation and submits it to ICC, along with the deposit.

6. The ICC sales representative creates the order and sends the customer an order confirmation along with the ship date. Normal lead time is 6 to 8 weeks.
7. The ICC technical representative will call the technical contact to obtain and communicate the following information:
  - **Serial port for Kitchen Minder connection**
  - **Product mix and ½ hour sales report**
  - **Online QES user list and e-mail**
  - **Explain installation of BOH software**
  - **Explain installation of Kitchen Minder**
8. ICC will e-mail the Kitchen Minder Implementation Guide to the technical contact.
9. The ICC technical representative will contact each restaurant manager to insure that the Phase 1 product quality timers are working properly.
10. A shipping confirmation will be sent to the customer when the Kitchen Minder ships.
11. Customer or contractor installs Kitchen Minder and sends QES data to ICC to verify installation has been completed properly.
12. ICC will call the restaurant several times after installation during the first 90 days to answer operational questions and to insure the Kitchen Minder is working properly.

### International Ordering

**ICC is finalizing the international distribution and support network. This information will be the subject of a future communication.**



## 4. Installation

The customer can easily install the Kitchen Minder system in approximately 2 hours. The following information is an overview of the installation process. Detailed installation instructions and video can be obtained on the ICC website. The appendix contains the web addresses to all the documents and the inspection form that ICC uses following installation.

1. The Kitchen Minder system contains all the brackets, cables, and ties needed to properly install the unit.
2. The Kitchen Minder is typically mounted near the main PHU in the center of the kitchen, close to the broiler. It can be directly mounted to an existing chase using the supplied mounting arm (photo below).



The Kitchen Minder can also be mounted using an optional bracket that is located directly on the top of a PHU. This option may be preferable for locations without an existing chase near the steamer, and with a power source near the installation point.



The Kitchen Minder can also be mounted with an optional PHU bracket and chase. This solution is preferred for restaurants without an existing chase near the steamer, and provides a clean installation with few visible wires. After cutting a small hole in the kitchen ceiling tiles, the chase easily mounts to the optional PHU bracket. It is pre-drilled to allow mounting of an electrical outlet and external black (PHU) box inside of the chase, and hides all wiring running to the Kitchen Minder. An optional chase extension is available for distances greater than 42" from the top of the PHU to the ceiling. Pricing for the PHU bracket, chase and extension can be found on page 22. See page 26 for diagram of chase and/or bracket.



Another installation option is the wiring u-channel, an inexpensive option to assist in cleaning up existing wires. This is designed primarily for the back of the specialty board. The u-channel hides the existing wiring for the PHU, and provides additional p-clips to secure a larger equipment cord externally. Pricing for the u-channel can be found on page 22.



3. The Kitchen Minder is powered by one AC receptacle located on the main prep board. (120VAC US or 220VAC 50hz global) **IT IS CRITICAL THAT THE POWER SOURCE CHOSEN DOES NOT GET INTERRUPTED WHEN THE RESTAURANT IS CLOSED.**
4. Six cables are easily run from the Kitchen Minder to the:
  - **Main prep station (2)**
  - **Specialty prep station (1)**
  - **Flexi Timer (optional) (1)**
  - **Back office computer (1)**
  - **Makin' the Grade sign (1)**
5. The Makin' the Grade sign is fastened to the suspended ceiling panel grids for easy viewing by the kitchen team and by the manager at the expediting area.



6. Prince Castle timer bars require a translator box that will be included with the Kitchen Minder System. Installation is primarily the same and is detailed in the Kitchen Minder Installation Guide. Prior to installation of the Kitchen Minder, the Prince Castle timer bars must be updated – contact ICC or Prince Castle for more information. Please Note - Prince Castle PHUs fitted with ICC timer bars do not need any additional programming. If you are unsure of your equipment configuration, contact ICC.

- **Kitchen Minder System Setup Overview**

1. PC Minder program (see section 5) and QES software is loaded from the

- supplied CD on the back of house computer (if available).
2. PC Minder is started and data is loaded onto the Kitchen Minder (refer to Section 7, Automating Data from Back of House Computers).
3. Products are set up in PHUs from the PC Minder program.
4. Data is sent to the Kitchen Minder automatically.
5. Product labels are matched to Kitchen Minder display.
6. All product quality timers are checked for proper operation.



## 5. PC Minder, QES, and Back of House Computer

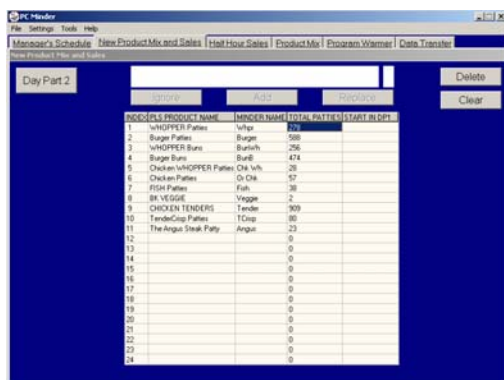


The Kitchen Minder system utilizes the back of house (BOH) computer to manage the daily set-up and to view QES grade reports. (For sites without back of house computers, refer to Section 8)

### • Back of House Computer Requirements

- Microsoft Windows 98, XP, 2000, NT 4.0 SP6
- 4x or higher CD ROM drive
- 3 MB free Disk space
- VGA Monitor 800x600 or higher
- Mouse or compatible pointing device
- 1 available RS232 serial port or USB port with USB to serial adaptor (not for NT systems)
- Internet Explorer 6.0 or higher

### • PC Minder Program

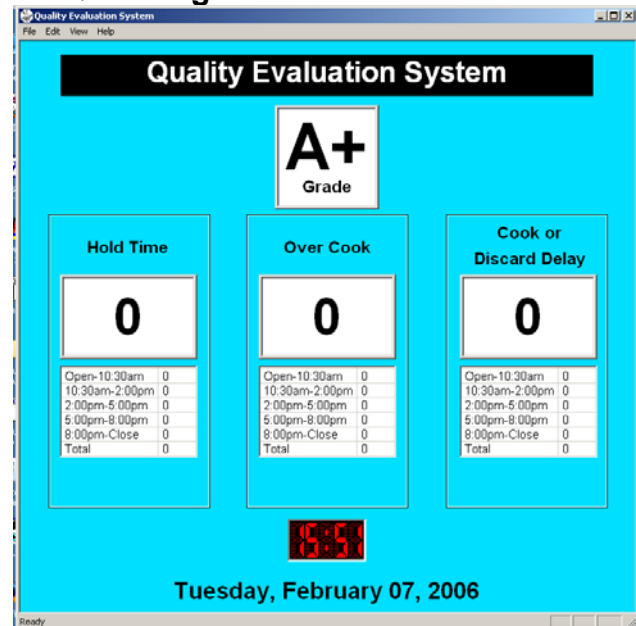


The PC Minder program is used to manage all the data that the Kitchen Minder needs to operate properly.

The key functions of PC Minder are:

- **Manager's Schedule**
- **Kind of Day selection**
- **½ hour sales adjustments**
- **Hold time, cook time adjustment**
- **PHU product location and linking**

### • QES Program



The QES program is used to manage the Quality Evaluation System. The user can view the following information using the QES program:

- **Today's total errors displayed by daypart**
- **30 days of grades and errors in chart format**
- **Errors by product**
- **Errors by manager**

## 6. Quality Evaluation System (QES) on the Web

QES on the web is a mandatory part of the Kitchen Minder system. It is a web-based database of the grades achieved for all assigned restaurants. Please see the appendix on Page 21 for pricing information for the monthly QES subscription fee.

- **Logging in**

Users are supplied with user names and passwords when the Kitchen Minder and QES subscriptions are ordered. Using an internet browser (Internet Explorer or Firefox), users go to [www.goicc.com/login](http://www.goicc.com/login).

The log in screen will appear:



The user enters his/her user name and password. Access to restaurant data is limited for each user depending on the position in the company.

- **Restaurant Charts**

At the restaurant level, the grades for the day are shown.

Today's Rating: **A+ Standard**  
 Kind of Day Selected: 5:54  
 Daypart Change Over: 10:24 (1->2)

Grades by 15 Minutes																								
AM					PM					AM														
6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	
					A+	B+	A	A-	A	A	B+	A-	A-	A	B-	A	A							
					A+	A	A-	A	A	A	A-	A-	A	A	A-	C	A	A						
					A	A-	A	A	A	A-	B+	A-	A-	A+	A-	B	A	A						
					A	B+	A	A	A	A-	B	A-	B+	A+	A-	A	A	A						

Grade detail is shown as percentage of day at each grade. The chart below shows a sample for a restaurant that performed 83.6% of the time at A.

Grade Detail				
%A	%B	%C	%D	%F
83.6	14.5	1.8	0	0

The chart below shows the errors and grades that the staff earned during each respective manager's shifts.

Errors by Manager						
Start Time	End Time	Manager	Hold Time	Over Cook	Delays	Total Grade
6:00am	2:00pm		4	11	23	38 A
2:00pm	11:00pm		3	10	24	37 A

This chart shows the errors and grades by daypart.

Errors by Daypart					
Daypart	Hold Time	Over Cook	Delay	Total	Grade
6:00am - 10:30am	0	0	0	0	A+
10:30am - 2:00pm	1	6	9	16	A
2:00pm - 5:00pm	3	4	6	13	A
5:00pm - 8:00pm	1	0	13	14	A
8:00pm - Close	3	4	15	22	A-
<b>Total</b>	<b>8</b>	<b>14</b>	<b>43</b>	<b>65</b>	

- **District Views**

This chart shows the errors by products.

Errors by Product				
Product	Hold Time	Over Cook	Delays	Total
Whpr	1	9	12	22
BunWh	0	0	0	0
Burger	0	2	23	25
Angus	1	1	0	2
Tender	0	2	2	4
Fish	0	0	1	1
CHKFRY	6	0	5	11
<b>Total</b>	<b>8</b>	<b>14</b>	<b>43</b>	<b>65</b>

QES data can be made available to district managers when they log on. The DM can view all the restaurants in his/her district, which allows him/her to analyze those restaurants that may need additional training or coaching.

The following is a DM-level report. The poorest performing restaurants are listed at the top, with the best at the bottom. The DM can drill down to the restaurant level to view the details.

7 Day Average by Restaurant 02/01/2006 - 02/07/2006			
Restaurant	% of Time		
	Below Standard	At Standard	Excellence
	10.3	11.2	78.6
	5.4	9.7	84.9
	4.6	15.4	79.9
	0.9	1.6	97.5
<b>Average</b>	<b>5.3</b>	<b>9.5</b>	<b>85.2</b>

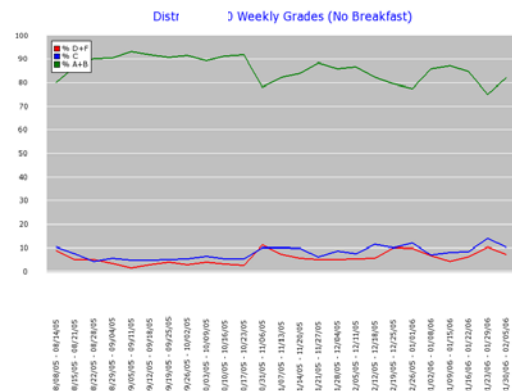
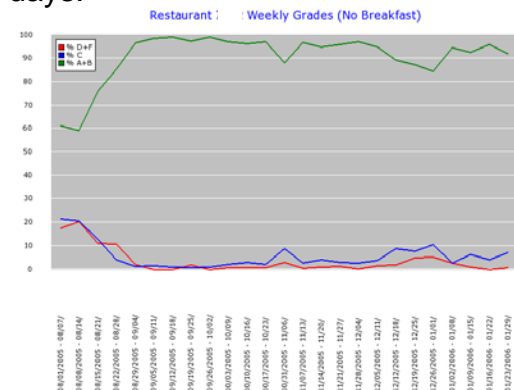
This is a partial chart of the last 45 days.

Daily Error Totals							
Day	Hold Time	Over Cook	Delays	Total	Below Standard	At Standard	Excellence
02/02/06	8	14	43	65	0	1.9	98.2
02/01/06	9	22	47	78	0	0	100
01/31/06	3	9	31	43	0	0	100
01/30/06	8	11	52	71	0	0	100
01/29/06	8	12	30	50	0	9.8	90.2
01/28/06	25	7	71	103	3.7	11.1	85.2
01/27/06	21	18	33	72	0	5.6	94.4

Additional charts available:

- **Daily average as a % of time**
- **Weekly average % of time by restaurant**
- **Daily grade graph**
- **Weekly grade graph (shown below)**

Graphs can also be viewed. This is a graph showing grades for the last 45 days.

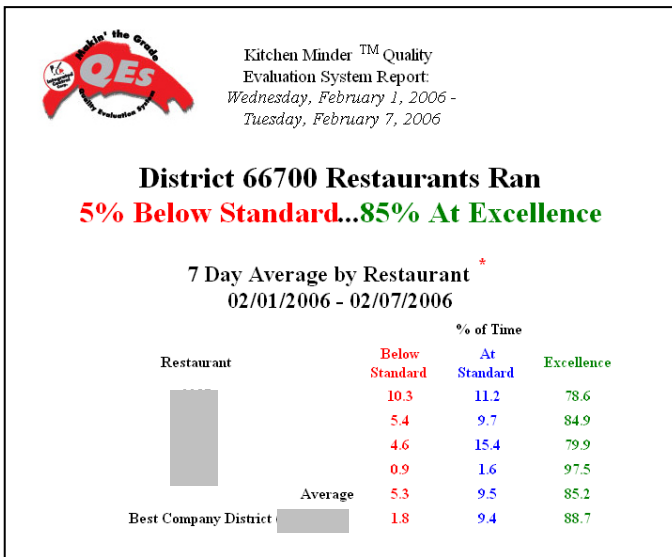


- **Weekly E-mail**

The following is a sample of the e-mail that is automatically sent each week to the district manager.

- **Company View – Director View**

When a Director of Company Operations, a Regional VP, or a franchise owner logs onto the system, they are presented with charts and graphs that represent all of the restaurants in their particular group.



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## 7. Automating Data from Back of House Computers



For the Kitchen Minder to call the correct levels, a sales and product forecast must be loaded into the Kitchen Minder. ICC has several options that allow the data to be easily processed with little user input. If you are unsure of what type of POS system you have after reviewing this section, please contact your POS vender, ICC or your BKC Project Manager for further assistance.

### A - Fully Supported POS Systems

Several POS systems allow you to create and output the needed Kitchen Minder files. They also allow you to enter product cook time, product hold time, and maximum product per PHU pan during the menu item setup process. With a fully supported POS system, little additional input is needed on the PC Minder Program.

### B - Compatible POS Systems

Compatible POS systems output both Kitchen Minder and Labor Scheduling System (LSS) files seamlessly.

The files are read by PC minder and are available to select for the proper sales and product forecast. Additional information such as Hold time, Cook time, Max per pan

will need to be entered into the PC Minder program.

### NOTE:

All approved global POS vendors are required to be Kitchen Minder compatible in their latest released versions. All six global approved POS vendors will soon be active and supporting the Kitchen Minder with BKC oversight.

### C - Legacy POS Systems

Any POS system that can output a commodity mix or a product mix report and ½ hour sales report in a file to a computer is a Compatible Legacy System, and can be utilized to provide the PC Minder with the needed information.

There are two options for loading Kitchen Minder data from Compatible Legacy Systems.

1 – PLS – if you are currently automatically populating sales and product mix data into PLS, Kitchen Minder data can be generated by clicking the “Create Minder” button on the main PLS screen. (Version 3.67 and later)

It is important to note that PLS is still a required component for generating heat chute charts.

2 - ICC customizes a translation program for each compatible legacy POS system for a one-time fee paid by the franchisee (refer to pricing options on page 18)

**To have a translator program customized by ICC for your POS system, follow the steps below:**

1. The customer is supplied with report requirements specification.
2. The customer e-mails back a sample of the reports.
3. ICC customizes the translator program.
4. ICC sends the translator program to the customer for testing.

**NOTE:**

**An application note for automating the POS translator process is in the appendix. It also covers the data required for setting up the translator for both Kitchen Minder and the Labor Scheduling System.**

**C - Non-Compatible Legacy POS Systems**

Non-Compatible Legacy Systems (inability to provide output files) require manual entry into the PC Minder or directly into the Kitchen Minder. Refer to the Kitchen Minder operation manual received with your Kitchen Minder or contact ICC directly for instructions.



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## 8. No Back of House Computer at Restaurant



If you have no back of house system in the restaurant then you have two options for loading product mix and sales data into the Kitchen Minder

### A – Off Site Data Entry -



The Minder Modem connects the Kitchen Minder to the internet through a shared telephone line if broadband is not available in the restaurant. This connection allows a user in another location to enter product mix and sales data on the internet using a web-based application called Web Minder. The Web Minder will then transfer the information to the Kitchen Minder at the restaurant. The Web Minder program has the same functionality as PC Minder.

- **Automating Data to Web Minder** - If reports can be generated from a main office computer for each restaurant, ICC can provide a custom translation program (for a fee, see appendix) to automatically load the data to the Web Minder program.

**B – On Site Manual Entry** - Product Mix and sales data from register tapes can be manually entered from the front panel of the Kitchen Minder. Detailed instructions are in the Kitchen Minder Manual. The Minder Modem is a required component of the system, which allows the Kitchen Minder to send QES data to the Internet (see section 6).

## 9. Manager's Assistant (Optional)



The Manager's Assistant is an optional device that is mounted by the front counter for easy viewing by the manager on duty. It contains several valuable features to help the manager run a more effective shift.

### Alerts

The Manager's Assistant can be programmed with timed reminders for important shift control responsibilities. Up to 10 alerts can be programmed for items such as product thawing, hand washing, travel paths, etc. The alerts can be programmed to start at a specific time and then repeat, or display only once. The manager can turn off the reminder and complete the activity, or "snooze" it for a short period of time.



### Product Status

The Product Status screen is a duplicate of the screen display on the Kitchen Minder. It

is used to coach the staff to make sure products are being cooked and timed. This allows the manager at the counter to monitor product holding activities without moving to the kitchen.

### Real Time Error Display

The Manager's Assistant provides the manager with real time error information on a pan-by-pan basis. This information (in real-time) is ONLY available on the Manager's Assistant, and provides the manager on duty with the ability to monitor and coach team member kitchen activities while remaining at the front counter!

The real-time error grading screen shows the exact time of the error, the product involved, and the reason for the error.

01:30 PM > Real Time Grading >

Time	Product	Error	DP
01:26	Or Chk	Cook Delay	2
01:24	Whpr	Cook Delay	2
01:24	Fish	Cook Delay	2
01:22	Tender	Cook Delay	2
01:20	Chk Wh	Cook Delay	2
01:18	Whpr	Cook Delay	2
01:18	Whpr	Cook Delay	2
01:18	Whpr	Cook Delay	2

Grade C- Page 1

### Error by Day Part Screen

The Manager's Assistant also shows the errors that have occurred during each day part.

>>> Quality Details >>>

Day Part	Waste Served	Over Cook	Cook Delay
Open-10:30	0	0	0
10:30-14:00	0	0	31
14:00-17:00	0	0	0
17:00-20:00	0	0	0
20:00-Close	0	0	0
Total	0	0	31

Grade

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## 10. Minder Buddy (optional)

The Buddy is an auxiliary screen that can be used in very large kitchens. The screen is installed by the fryers, and shows the staff only the fried products that need to be cooked. The screen can also be programmed to show all products to be cooked.

It is important to note the Minder Buddy is HIGHLY RECOMMENDED for restaurants configured with an “A/B” line-up (main board on one side of a wall or hood, specialty or auxiliary board on the other side).

The Minder Buddy is an optional component of the Kitchen Minder system. See the contact information at the end of this guide if you need further information.



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## 11. Alpha Keyboard (optional upgrade)



The Alpha Keyboards (timer bars) are an optional upgrade to the current PHU timer

bars as a part of the Kitchen Minder system. These timer bars will show each product name as programmed into the Kitchen Minder. This eliminates the need for decals which identify the product placement. When the day part changes, the names on the Alpha Keyboard will also change as programmed.

The Alpha Keyboards can also be used in conjunction with the standard PHU timer bars (as they are replaced).

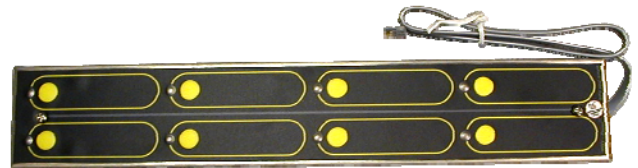
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## 12. Flexi Timers (Optional)

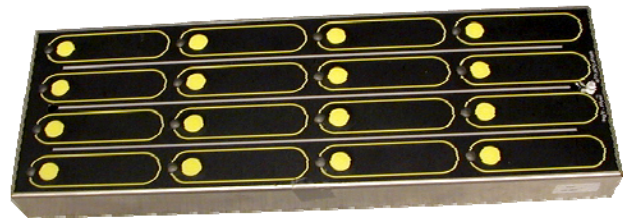
The Flexi timers are optional devices that can time products and functions that are not held in the PHU, such as biscuits, Chicken Fries, cheese, ham, produce, etc. This data can be collected as a part of the QES if desired.

It is important to note that the Flexi timer is needed in order to eliminate the printing of kitchen production charts, which are part of the PLS system. The Kitchen Minder will only instruct the team to cook product that is assigned to a PHU or Flexi timer. By assigning non-PHU products such as biscuits or Chicken Fries to a Flexi timer, the Kitchen Minder will instruct the team member when to cook these products based upon the sales and product mix projections. The Flexi timer can also be used for other local options, such as chili.

**Flexi 8** – The Flexi-8 timer plugs into a free keyboard port on a black box or warmer.



**Flexi 16** – The Flexi 16 timer is a self-contained timer system that can plug into the Kitchen Minder -



**See pricing information on page 22 for all optional components.**

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## 13. Warranty & Support

ICC provides an 18-month factory warranty for the Kitchen Minder, Makin' the Grade sign, the Buddy, and the Manager's Assistant.

Extended warranty plans are available as listed in the Price List and Parts Number page located in the appendix section.

If a user detects a problem, a call is made to the ICC BK Hotline. If an ICC technician determines that hardware must be replaced, ICC will ship a replacement component to the restaurant via overnight delivery.

### **Franchisee Return Policy:**

**A credit card will be required to secure the return of the defective component. Defective components must be made available for pick up within 5 days following arrival of the replacement component, or the credit card will be charged the full replacement cost of the component.**

### **Training Support**

ICC provides free telephone and internet-based training support for installation, operation and programming for 90 days following installation.

After the initial 90 days, free internet training is available on both the ICC and BKC websites.

Telephone training support is available after the initial 90 days for a fee on a per call basis, or via a 3-hour contract. Users of this service will be informed of the free internet support sites prior to being charged for the call. See the Price List and Parts Number page located in the appendix section for more details.

### **After-Warranty Swap Program\*\***

**ICC provides a Kitchen Minder after-warranty swap program for \$125 per incidence. The replacement unit is covered with an additional 90 day warranty.**

**Electronic failures are covered under the swap program. Physical damage due to mechanical abuse or fluids is not covered under the swap program.**

**The Makin' the Grade sign is covered with the same after-warranty swap program at a cost of \$99.00 per unit.**

**\*\*RESTAURANTS OUTSIDE NORTH AMERICA – Contact local distributor for after-warranty procedures and costs.**

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## 14. Frequently Asked Questions

### Kitchen Minder

- Q. *What should I do to prepare for the Kitchen Minder?*  
A. **Insure all timer bars are working and are labeled properly, review PLS, product holding and discard procedures with team.**
- Q. *How long will it take to receive my Kitchen Minder?*  
A. **Delivery is 6-8 weeks.**
- Q. *What if my manager forgets to select the Kind of Day (load sales & mix)?*  
A. **The Kitchen Minder will display “Select Kind of Day” at 5:30 a.m. If sales & mix info is not loaded by 7:00 a.m. the alarm will sound.**
- Q. *Will I need to print out PLS production charts?*  
A. **Restaurants using Kitchen Minder AND the optional Flexi-Timer will not need to print kitchen production charts from the PLS system. Heat chute charts and stocking guides will still be needed.**
- Q. *What happens if I have a power outage?*  
A. **The Kitchen Minder will retain the kind of day and time but the timers need to be reset.**
- Q. *What is the best way to clean the Kitchen Minder?*  
A. **Spray cleaner on a cloth and wipe the unit. The Kitchen Minder is “kitchen tough”.**
- Q. *When will the Kitchen Minder system be available for international restaurants?*  
A. **We are currently finalizing details and will provide more information soon.**

### Grade – QES

- Q. *Can my crew change their grades?*  
A. **No. Once errors have been collected by the Kitchen Minder and are stored, they may only be retrieved and erased by the BOH computer. There is no way to edit the error files on the BOH computer. It records the facts as they occur.**

### Automating POS Data (for details Refer to Chapter 7)

- Q. *Are the newly approved POS vendors/systems Kitchen Minder compatible?*  
A. **Yes, they are currently working to support the Kitchen Minder.**
- Q. *What if I have an older POS system like Fastfax?*  
A. **Any POS system that outputs an electronic report can have the report converted to PC Minder format. There may be a charge for the conversion. Please refer to pricing in the appendix section or call ICC for further information.**

### Options

- Q. *Can I add a Manager’s Assistant or Buddy at any time?*  
A. **Yes, you may add additional components at any time.**
- Q. *Can I use the new alpha timer bars with the old timer bars?*  
A. **Yes, you may mix old and new bars in a system.**



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## 15. Key Contacts

### **Integrated Control Corp. 877-ICC-8788**

Sales	Phil Salerno	Ext 320	psalerno@goicc.com
Service	Nick Hatsios	Ext 308	nhatsios@goicc.com
Web Support	Nat Cauldwell	Ext.342	ncauldwell@goicc.com
Training	Ryan Clendenning	Ext.305	rclendenning@goicc.com

### **BKC Kitchen Minder Team 800/669-1800**

M. J. Lee, Director	VM Box 2259	mjlee@whopper.com
Larry Salyers, Project Manager	VM Box 2151	lsalyers@whopper.com
Vicki Lloyd, Project Manager	VM Box 2021	<a href="mailto:vlloyd@whopper.com">vlloyd@whopper.com</a>
Jeff Wampler, Project Manager	VM Box 2132	jwampler@whopper.com

### **L.S.I. Adapt, Inc. 330-494-9444 US/Canada Installation Source**

Dan Jacquin	330-244-1282	daniel.jacquin@lsi-industries.com
Fax:	330-244-285	
Mobile:	440-669-5551	



### Kitchen Minder Installation / Inspection Form



#### Pre Install (Installer – Manager)

YES NO

- 1. Duke or Prince Castle Timer Bars? .... Duke  Prince Castle  Translator Box used  Both
- 2. PHU timer bar labels secured. Needs replaced? (Y/N).....    
 Number of timer bar label kits required? Day Part QTY \_\_\_\_\_ Non Day Part QTY \_\_\_\_\_  
 F/B connector QTY \_\_\_\_\_ RJ12 data cable QTY \_\_\_\_\_
- 3. PHU timer bars working properly? (Y/N) .....
- 4. Number of PHU timer bars replaced? ..... QTY \_\_\_\_\_
- 5. Unplug and Remove steamer timer bar? (Y/N) Fill holes  .....
- 6. Number of black boxes replaced (not working)? ..... QTY \_\_\_\_\_
- 7. Flexi-16 Timer installed/upgraded? (Y/N) .....

#### Wiring – Mounting (Manager Approval)

- 1. Kitchen Minder mounting secured? (Y/N) .....    
 Method used: (PHU bracket , new chase  / existing chase  Extender  Photo?
- 2. Wires on back of Minder secured? (in tubing  / other  \_\_\_\_\_ Photo?
- 3. Minder power supply secured (Y/N) .....
- 4. Electrical supply added? (Y/N) .....    
 Uninterrupted source  or switch/breaker  labeled? (Y/N) ..... Photo?
- 5. Main board wires secured? (Y/N) ..... Photo?
- 6. Specialty board wires secured? (Y/N) ..... Photo?
- 7. U-channel installed? (number used) ..... QTY \_\_\_\_\_ Photo?
- 8. Grade sign mounted in staff's view? (Y/N) ..... Photo?

#### Minder Functions (Installer inspection)

- 1. Minder off, no lights on timing bar / keyboards? (Y/N)...(Should be YES).....
- 2. Minder on, grade and timing bar / keyboards light? (Y/N) ...(Should be YES).....
- 3. PHU pan location test passes? (Y/N) .....
- 4. Set Date and Time (Y/N) .....
- 5. Reinitialize Minder (turn off, hold "Select" while turning on)
- 6. Set Day Part (Y/N) .....

#### PC Minder Operation Set-Up

- 1. Enter restaurant hours and store managers' (AND shift manager's) names? (Y/N) .....
- 2. Load Product Sales Mix (add products)? (Y/N) .....
- 3. Program Warmer (PHUs)? (Assign Products) (Y/N) .....
- 4. Data transfer (send Kitchen Minder format)? (Y/N) .....
- 5. Check product location via Kitchen Minder? (Y/N) .....

#### QES – Grade Set-Up

- 1. Open QES program (enter BK Number)? No. \_\_\_\_\_ .....
- 2. Grade displayed on (grade sign) and QES? (Y/N) errors shown? \_\_\_\_\_ .....

#### Minder Training

- 1. Has Manager been previously trained? (Y/N) .....
- 2. Minimum daily functions explained for untrained? (Y/N) .....
- 3. Manuals/guide available and reviewed with manager? (Y/N) .....    
 (QES/PC Minder, Mgrs Guide, KM Ref. Guide, Training Packet)
- 4. Steps for additional help explained? (Y/N) .....

Kitchen Minder S/N \_\_\_\_\_

Grade S/N \_\_\_\_\_

• **File Conversion Application Note**  
**For Kitchen Minder and Labor Scheduling System (LSS)**



**Overview:**

The POS data conversion program converts files that are output by various POS systems and converts them to PC Minder format. The application note below describes the files that are required along with the description of scripts necessary to fully automate the conversion process.

**Data Requested in POS Report:**

To be used for POS → PC Minder File Conversion

**1. File Data**

- a. **Product Mix data** (one of the following, listed in order of preference):
  - i. Commodity name and total sold (only commodities held in PHU)
  - ii. Commodity name, and total sold (all commodities)
  - iii. Sandwich name and total sold (only commodity products held in PHU)
  - iv. Sandwich name and total sold (only commodity products)
  - v. Sandwich name and total sold (all products)
  - vi. PLU number (only commodities held in PHU)
  - vii. PLU number (only commodity products held in PHU)
  - viii. PLU number files require associated PLU to name file
  
- b. **Sales Data** (one of the following, listed in order of preference):
  - i. Half-hour start time and half-hour sales
  - ii. 15-minute start time and 15-minute sales
  - iii. Other time frame start time and sales

**2. File Format (listed in order of preference)**

- a. Comma separated values, values surrounded by quotes, one set of values per line
- b. Comma separated values, values surrounded by quotes, all values on one line
- c. 'Other' separated values, values surrounded by quotes, one set of values per line
- d. 'Other' separated values, values surrounded by quotes, all values on one line

**3. Header Information**

- a. Date of data. Required for automation
- b. Restaurant number (optional)

**4. POS Data File Names**

The converter will be customized to read unique file names output by the POS system. If the POS system does not output unique file names each day old files will be overwritten. To prevent data loss the files must be converted each day.

**5. Automating the process with scripts**

The converter program can be called from a script and the output files will be placed in the PC Minder data folder. The script can then be included as an end of day process which will allow the data to be converted automatically.

## 6. Additional data required for LSS

The following additional data is required to use the Labor Scheduling System (LSS). The data can be integrated into the above sales and product files or can be sent separately.

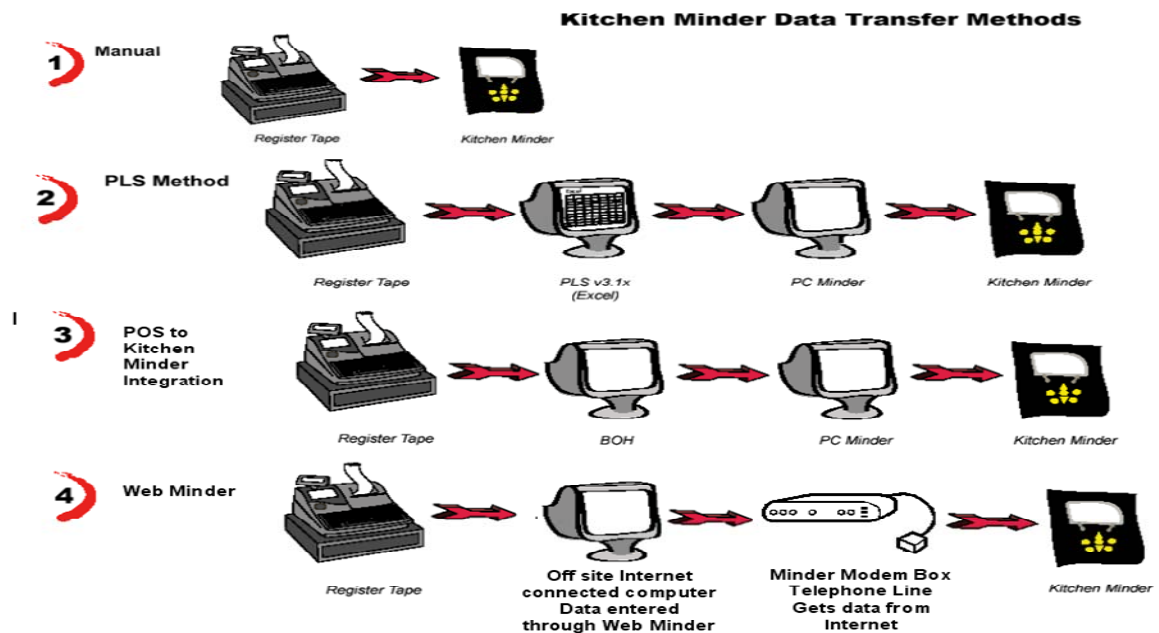
### Period Sales file

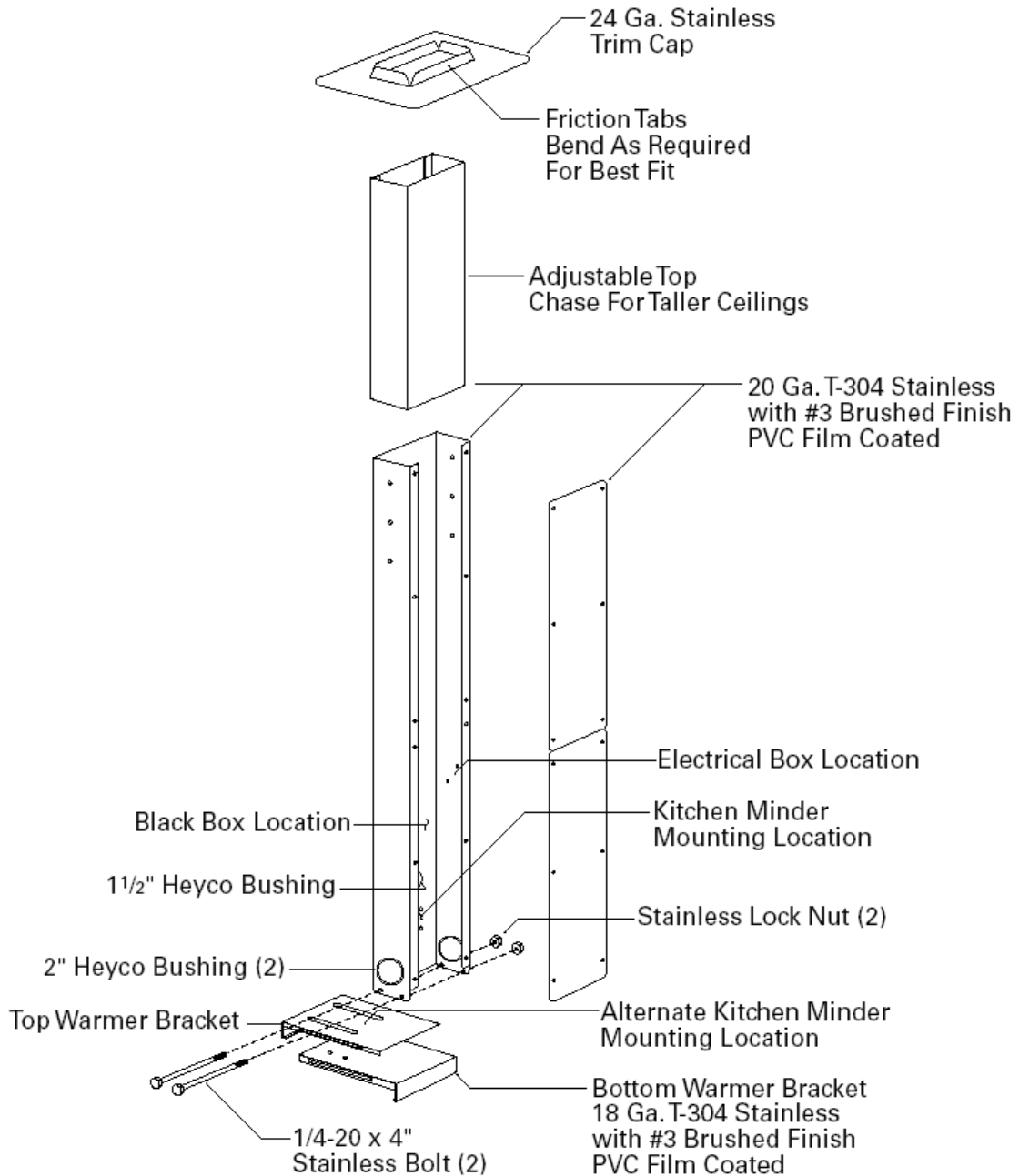
- Period start time
- Period sales
- Period tickets
- Period drive-thru sales
- Period drive-thru tickets
- Period dine-in sales
- Period dine-in tickets

### Menu Item Sales file

- Restaurant number
- Sales date
- Menu item POS PLU code or description
- Total units
- Price

## How does Kitchen Minder get Data?





# Burger King Kitchen Minder (Chase)