Zambrero
MEXICAN WITH A MISSION

HOW WE ROLL

YOUR GUIDE TO DELIVERING *CUSTOMER DELIGHT*

HOW WE ROLL

Welcome.

This is your guide to our refreshed and reinvigorated service style, How We Roll.

How We Roll reflects our friendly and fun personality and provides clear standards on delivering customer delight at Zambrero.

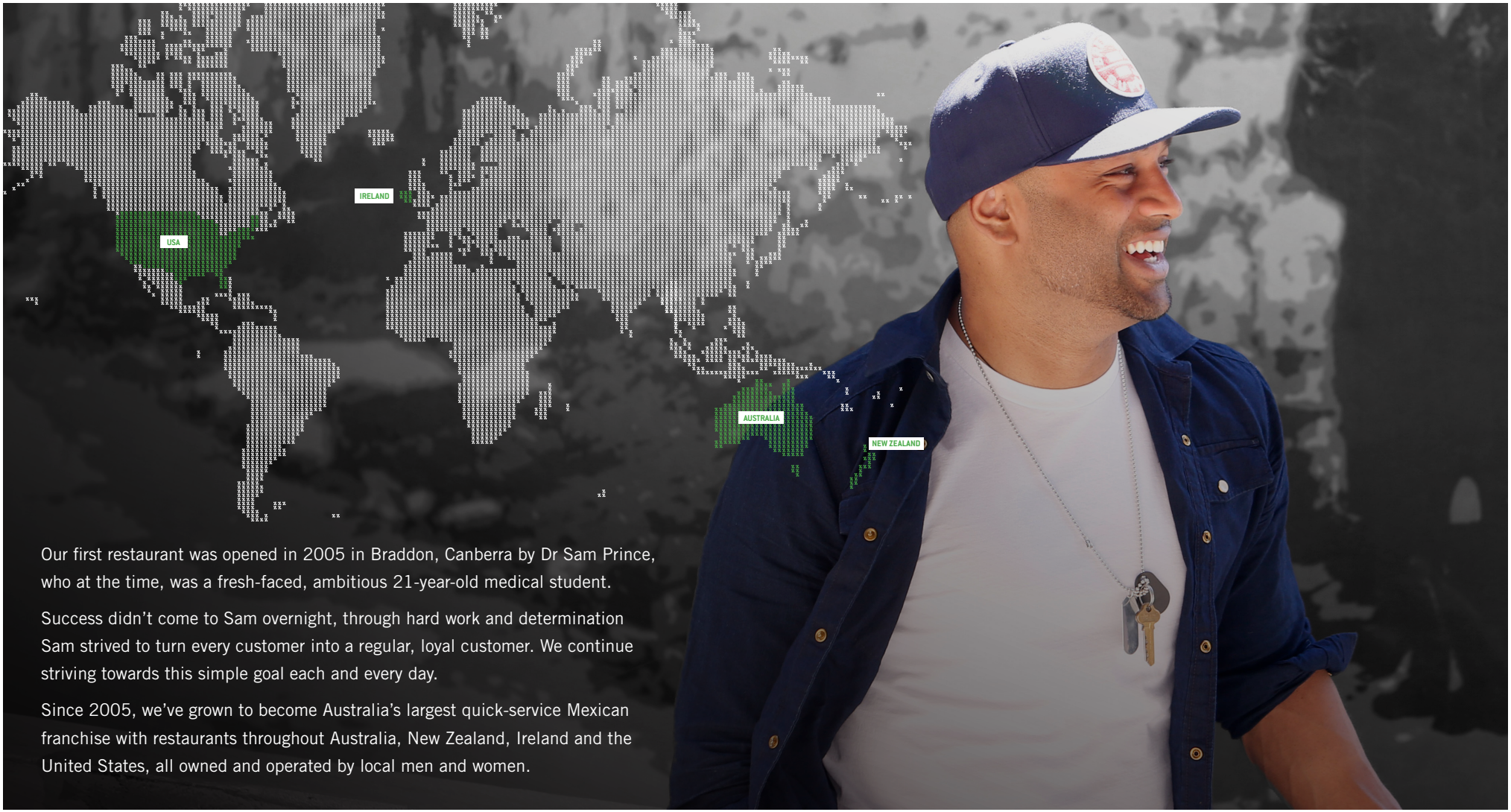
It's How We Roll!

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WHERE IT ALL BEGAN

DR. SAM PRINCE



Our first restaurant was opened in 2005 in Braddon, Canberra by Dr Sam Prince, who at the time, was a fresh-faced, ambitious 21-year-old medical student.

Success didn't come to Sam overnight, through hard work and determination Sam strived to turn every customer into a regular, loyal customer. We continue striving towards this simple goal each and every day.

Since 2005, we've grown to become Australia's largest quick-service Mexican franchise with restaurants throughout Australia, New Zealand, Ireland and the United States, all owned and operated by local men and women.

WHAT WE WANT TO BE FAMOUS FOR







WHAT GETS US OUT OF BED

With parents raised in rural Sri Lanka, Sam was always motivated, through his parents' life experience, to start an organisation that would help those less fortunate than himself.

Sam wanted to serve good food that did good. Which led him to create an initiative that would in turn deliver millions of meals to people in need the world over and make an impact on the state of world hunger. Sam called this initiative Plate 4 Plate.

WHAT IS PLATE 4 PLATE?

For every burrito or bowl purchased at Zambrero, a meal is donated to someone in need in the developing world through our international distribution partner, Rise Against Hunger.

In Australia, we've partnered with Australia's largest food relief organisation, Foodbank. Every purchase from our Grab & Go range donates a meal to a person in an underprivileged Australian community.

Since 2005 we've donated over 25 million meals and we're not slowing down, our mission is to donate one billion meals by 2025.

PLATE 4 PLATE IS AT THE CORE OF EVERYTHING WE DO. IT'S IN OUR DNA.

PLATE 4 PLATE Zambrero

JOIN THE MOVEMENT

Rise AGAINST HUNGER
food · community · sustainability

FOOD BANK
FIGHTING HUNGER IN AUSTRALIA

CHECK OUT THE PLATE 4 PLATE LIVE MEAL DONATION COUNTER IN YOUR RESTAURANT TO SEE HOW FAR WE'VE COME

OUR MISSION



MEALS BY 2025

THE POWER OF YOU!

BRING YOUR BEST SELF TO WORK

LOVE WHAT YOU DO AND HAVE FUN



ROLL WITH IT - LIVE OUR CUSTOMER SERVICE STANDARDS

BE CONNECTED TO OUR MISSION - TO DO GOOD, FEELS GOOD

ZAM FAM

You have been specially selected to join our Zambrero team, our Zam Fam, because we know that you embody our passion for delighting our customers by bringing your best self to work, loving what you do and having fun.

As the face of Zambrero, you have the power to connect with every customer by being lively and real and using this connection to turn customers into regular, loyal customers.

By following our procedures and living our customer service standards, How We Roll, you help to ensure that every customer has a consistent experience, no matter what restaurant they visit.

IT'S ALSO IMPORTANT TO REMEMBER THAT EVERY DAY YOU TURN UP TO WORK AND SERVE OUR CUSTOMERS, YOU'RE HELPING US END WORLD HUNGER!



ZAMBRERO TEAMWORK & COMMUNICATION

WHAT'S A TEAM?

A team is a group of people working together to accomplish one thing. Just as a sports team focuses on winning a championship, teams at Zambrero focus on providing healthy, fresh, customisable Mexican food to our customers.



HERE'S HOW YOU CAN PLAY YOUR PART

- **Be on time.** Arriving to work on time is very important. If you're late, your manager must reshuffle the team to cover your responsibilities.
- **Follow procedures.** Prepare food following correct procedures. Following procedures helps ensure food safety and quality for our customers, ensures brand consistency and avoids delay, confusion, disappointment and wasted food.
- **Take care of your station.** During the shift, keep your work area neat and tidy and clean as you go. Slow periods give you a chance to catch up – maintain your station, restock supplies and generally clean up. It's your responsibility to communicate to your supervisor or manager when you are running low on products or when you know something that could affect the next shift. At the end of your shift, make sure you've cleaned up your station properly, so it's ready for the next person and looks just like you'd want it to be at the start of your shift.



HELP OUT WHERE YOU CAN

- **Help others.** Over the course of the day, you will experience not only slow periods, but also very busy periods. During these rush times, it's important for everyone to pull together and lend a hand. When possible, look for opportunities where you can help your fellow team members. Support team members who may be having problems, like new team members who are just getting the hang of things.
- **Ask for help.** Even when you're working your hardest, you may find yourself falling behind customer demand. When this happens, don't be afraid to ask someone nearby for help.
- **Speak up.** Sometimes you might see a problem that your manager hasn't seen. If you see the same problem occurring time and time again, tell your manager about it and offer some possible solutions if you have them.



RECOGNISE THE GOOD WORK OF OTHERS

- When somebody helps you out or does something that makes your workday a little bit easier, remember to say thanks. It's surprising how something so small can make a person feel appreciated.
- When people do a good job, congratulate them. Big or small, what you do contributes to the success of the restaurant and it feels great when others notice your good work.

WORKING AT ZAMBRERO
MEANS BEING A TEAM PLAYER.

ACCEPT CHANGES

- Small changes are always happening. During the day, you'll experience minor changes, such as shifts from quiet to busy periods. Over longer periods of time, you'll see changes like new campaigns and promotions around the restaurant. It's easy to adapt to these changes.

- Big changes happen sometimes, too. At Zambrero, change is a part of life, because we're constantly trying to improve what we offer to our customers. This means that things change, such as our equipment, menu items and procedures. Teamwork is especially important at times like these. Working together ensures that things go smoothly.



COMMUNICATION

- **Speak to be heard**. Part of clear communication means speaking clearly, slowly and loud enough to be understood over the noise of the restaurant. Remember to say please and thank you to your fellow team members when you ask for things while you're working.
- **Listen and respond**. The other half of communication is listening carefully to what others say and ask for. When a teammate makes a request, it's often a good idea to repeat what you heard the person say, just to be sure. Then acknowledge the request.
- **Tone of voice**. The tone of your voice, or how you say something, is often more important than the words you use. Speak using a friendly, sincere and enthusiastic tone of voice.



WORKING AT ZAMBRERO MEANS COMMUNICATING WITH CUSTOMERS AND TEAMMATES IN A CLEAR AND COURTEOUS MANNER.



USE 'CAN DO' LANGUAGE

It's easy to say no when you can't fulfil a customer's request, but 'can do' language is about looking for ways to help the customer without saying no and instead focusing on what you can provide.

For example:

- If your restaurant doesn't have bathrooms but a customer asks if it does, instead of saying no, politely inform the customer where the closest public bathrooms are.

CHALLENGE YOURSELF TO USE CAN DO LANGUAGE! FIND WAYS TO HELP THE CUSTOMER.

QUESTIONING TECHNIQUES

An important part of conversation is using questions to gather information. Here are some essential questioning techniques:

- **Open-ended:** Open-ended questions are used to gather information and allow the customer to provide detail in their response, for example, "What did you do on the weekend?"
- **Probing:** Probing questions help to draw more information by focusing on a specific area or topic. For example, "Do you prefer spicy or non-spicy sauces?"
- **Closed-ended:** Closed-ended questions confirm facts and generally require a yes or no answer, they can be helpful when narrowing down choices or saving time, for example, "Are you eating in today?".

COMMUNICATING WITH NON-ENGLISH SPEAKING CUSTOMERS

Here are some helpful tips for serving non-English speaking customers:

- **Speak clearly.** It's important to pronounce all words correctly and avoid using any slang or abbreviations. You may need to use visual cues, such as using an open palm gesture to point to an ingredient or an item on the menu screen
- **Speak in a normal volume.** Sometimes when people don't understand what you're saying, you may feel like speaking louder, remember to speak in a normal volume unless asked by the customer to speak up
- **Ask for help.** If others are around who speak your customer's language, don't be shy about asking for their assistance. People who are bilingual are often willing to translate for those who aren't
- **Be patient.** The key to overcoming any language barrier is to exercise patience. It's not your or the customer's fault that you can't speak each other's language
- **Maintain your sense of humour.** Overcoming language barriers can be frustrating for you, as well as for your customer. A smile can help break the tension and make communicating easier.

EMBRACING DIFFERENCES

- Like our customers, people who work for Zambrero come from all sorts of backgrounds and can have very different ways of seeing the world – diversity is one of our biggest strengths. Your team members might be different from you in a lot of ways
- Some differences are cultural: race, religion, personal beliefs, language, ways of speaking and dressing
- Some have more to do with personality: loud and boisterous, quiet and shy, friendly and outgoing
- Some may have to do with special needs: visual or hearing impairment, language or learning difficulties or physical disability
- Everyone, including you, deserves to be treated with respect, kindness and understanding, no matter what the differences.



WORKING AT ZAMBRERO MEANS WORKING IN A SOCIALLY AND CULTURALLY DIVERSE ENVIRONMENT.

CUSTOMERS WITH DISABILITIES

Some customers who visit Zambrero may have a disability or require special assistance, in fact, disability is common in Australia, and a normal part of life which contributes to the vibrant diversity of the human experience. Over 4 million people in Australia have some form of disability, and the likelihood of disability increases with age.

Understanding what disability is, and how to best accommodate people with disability, is the first and most important step in creating a disability confident workplace.

WHAT IS DISABILITY?

The Disability Discrimination Act 1992 (Cth) defines disability as:

- Total or partial loss of the person's bodily or mental functions
- Total or partial loss of a part of the body
- The presence in the body of organisms causing disease or illness
- The malfunction, malformation or disfigurement of a part of the person's body
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment, or that results in disturbed behaviour.

ACCOMMODATING PEOPLE WITH DISABILITY

Be courteous

- When approaching a customer, be polite, introduce yourself, and ask how you can help
- Wait until your offer is accepted before trying to assist someone
- Don't push a person's wheelchair if they haven't asked you to, and never lean on or hang things from a person's wheelchair
- If requested to by the individual, offer a person who is blind or has low vision your elbow or shoulder, to guide rather than moving them.

Treat people as people and be patient

- Be considerate of the extra time it may take some customers to do or say some things
- Don't patronise or talk down to a person with disability, or assume that they won't understand you
- Speak directly to the customer, even when they are accompanied by an interpreter or assistant
- Always make sure you're facing the customer when you speak to them, so that they can read your lips if they need to. Don't cover your mouth or speak when your back is turned
- Don't shout, use big hand gestures, or speak extra slowly to someone who is hard of hearing or has difficulty understanding - just speak clearly
- Never pretend to understand what a person is saying if you don't. Ask the person to repeat or rephrase, or offer them a pen and paper to write it down
- Where possible, try and put yourself at eye level with a customer who is a wheelchair user, and speak directly to them
- Always use person-first language, examples include "person with disability", "person who is deaf".

Be flexible

- Be aware that some people may need written information to be provided in different formats. Verbal instructions (such as describing our menu) can also be very helpful
- If a person is blind or has a vision impairment, consider describing the layout of the area to them, especially any obstacles like stairs or furniture.

Be aware of assistance animals

- Assistance animals are allowed in all public spaces and on public transport. This right is protected by law and it means that handlers can have their assistance animal with them in our restaurants
- Don't distract a guide dog or assistance animal by patting it or giving it food.



HOW WE ROLL

OUR FOOD

OUR FOOD

EACH AND EVERY INGREDIENT HAS BEEN SPECIALLY SELECTED FOR OUR MENU.

- At Zambrero, we serve fresh and healthy Mexican favourites including burritos, bowls, nachos and tacos. Our menu items include superfoods like our superfood black rice, enriched with spirulina and amaranth seeds
- Our recipes are freshly prepared every day, including salsas and handmade guacamole
- We pride ourselves on our assembly process and the ability for our customers to customise their order as it's freshly made in front of them. We're happy to cater to dietary needs and offer gluten free, dairy free, vegetarian and vegan options, along with spicy and non-spicy sauces
- We serve Barbacoa Beef, RSPCA approved chicken, lamb, sow-stall free pulled pork and cauliflower (vegetarian and vegan friendly).

CHECK OUT OUR FULL MENU ON OUR WEBSITE, ZAMBRERO.COM.AU/MENU

MENU DEVELOPMENT

Our menu has been designed and developed by Dr Sam Prince to represent fresh, healthy food with a Mexican influence. We constantly research market trends and pride ourselves on providing innovative choices for our customers. From time to time, we release new menu items and limited time only (LTO) products.

OUR HERO INGREDIENTS

Allergen information can be found on the Zambrero Allergen Information guide and our website, zambrero.com.au

OUR BASES		
	**FLOUR TORTILLA (6 / 10 / 12 INCH)**	
	**BLACK RICE TORTILLA**	Made without gluten. **Not suitable for vegan customers as the product contains egg.**
	**CORN CHIPS** Dusted with Zam Spice (our own secret blend of spices).	Our crunchy corn chips are made with corn flour and are gluten free.
	**PINTO BEANS** Our pinto beans are cooked in a kettle and blended with red kidney beans, tomato and seasoning.	Vegetarian and vegan friendly.
	**WHITE RICE** Jasmine rice cooked every morning with water, vegetable stock, lime juice, Nuttelex and chives. Nuttelex is a natural table spread made from plant oils. It's neither a margarine or butter and is vegan and vegetarian friendly.	Vegetarian and vegan friendly.
	**BLACK RICE** Our black rice is also cooked fresh every morning with water, salt, fresh squeezed lime juice, diced red onion and amaranth seeds and mixed through with canola oil and spirulina.	Superfood black rice enriched with spirulina and amaranth seeds.

OUR FOOD

OUR FILLINGS

Our 100% Australian meats and cauliflower (AKA 'fillings') are slow-cooked in our own unique marinades using the sous-vide (pronounced: sue-veed) method. Sous-vide is a French term meaning 'under vacuum'.

During the sous-vide cooking process food sealed in vacuum pouches is slow cooked in a water bath. This process delivers food that is tender, juicy and full of flavour.

SOUS-VIDE PROCESS

1. FILLING CUT TO SPECIFICATION
2. MIXED IN OUR UNIQUE MARINADES
3. SEALED IN A VACUUM POUCH
4. SLOW COOKED IN A WATER BATH

RSPCA APPROVED CHICKENS

- Have good indoor environments (because even free-range chickens spend most of their time indoors)
- Have space and good lighting, encouraging them to be active
- Can perch to rest and keep their bones and muscles strong
- Enjoy dry litter floor covering to scratch and dust bathe.

ARE OUR MEATS HALAL CERTIFIED?

Some of our meats are sourced from Halal accredited suppliers, however we are not a Halal approved restaurant. Most of our menu items can be made vegetarian or vegan which may be a suitable alternative for customers requiring halal food. (Halal is an Arabic word that means permitted or lawful in Islam.)

OUR INGREDIENTS

Allergen information can be found on the Zambrero Allergen Information guide and our website, zambrero.com.au

OUR FILLINGS		
	**BARBACOA BEEF** Slow cooked beef with chipotle, garlic and ginger.	Slow cooked for up to 18 hours. Pasture raised.
	**CHICKEN** Marinated in turmeric, oregano and ginger.	Slow cooked for up to 2.5 hours. RSPCA approved.
	**LAMB** With paprika, nutmeg and cardamom.	Slow cooked for up to 18 hours. Free range and able to graze freely.
	**PULLED PORK** Pork with mild guajillo chilli, cumin and ginger. Pulled by hand.	Slow cooked for up to 18 hours. Sow stall free (a sow is a mother pig and a stall is a confining type of housing). Our pork comes from humane farms.
	**CAULIFLOWER** Cauliflower with red cayenne pepper, red jalapeño and paprika.	A combination of cauliflower florets and stalk – a beautiful balance of soft and crunchy.

OUR FOOD



OUR INGREDIENTS

Allergen information can be found on the Zambrero Allergen Information guide and our website, zambrero.com.au

WHAT GOES INSIDE		
	**CHEESE** Shredded cheese with a nutty, slightly sweet taste.	
	**VEGAN CHEESE** Shredded plant-based cheese made with coconut oil.	Made with coconut oil, producing a full flavoured cheddar, that is delicious and versatile.
	**SOUR CREAM** Vegetarian light sour cream mixed with mustard seeds.	Mustard seeds are added for texture and to improve the sour cream's visual appearance.
	**VEGAN SOUR CREAM** Smooth and creamy plant-based sour cream made with soy milk.	
	**GUACAMOLE** Hand mashed avocado mixed with diced red onion, fresh squeezed lime juice and a small amount of sugar.	A small amount of sugar (less than a single gram per serve) is added to maintain a consistent tasting guacamole with balanced flavours of avocado and onion.
	**COS LETTUCE** Fresh cut cos lettuce.	

OUR FOOD





OUR INGREDIENTS

Allergen information can be found on the Zambrero Allergen Information guide and our website, zambrero.com.au

WHAT GOES INSIDE		
	**CORIANDER SALSA** Diced red onion mixed with fresh chopped coriander.	
	**TOMATO SALSA** A combination of diced tomato and cabbage with fresh chopped coriander and cumin.	
	**CORN SALSA** Corn mixed with diced red onion and fresh chopped basil.	Our corn salsa is coriander free.
	**SALSA IQ®** A mix of black turtle beans, corn, diced tomato and red onion, fresh chopped coriander, roasted pepitas, fresh lime juice and salt.	Our Salsa IQ® is made with black beans, roasted pepitas and corn which provide magnesium and iron.
	**SLICED JALAPEÑOS** Sliced pickled jalapeños.	A jalapeño is a medium-sized chilli.
	**LIMES** Juicy, fresh cut limes.	Limes are synonymous with Mexican food. It's vital that our limes on display are always fresh.

OUR FOOD

SAUCES

All our sauces were invented by our founder, Dr Sam Prince to have their own unique personality.



DID YOU KNOW?

OUR TAKEAWAY BOWLS ARE MADE FROM SUGARCANE PULP WHICH IS AN ABUNDANT AND RAPIDLY RENEWABLE RESOURCE THAT BIODEGRADES IN A COMPOST ENVIRONMENT. ADDITIONALLY, OUR TAKEAWAY CUTLERY IS MADE FROM COMPOSTABLE, RENEWABLE, PLANT-BASED RESINS.

OUR SAUCES

Allergen information can be found on the Zambrero Allergen Information guide and our website, zambrero.com.au

SAUCE	SAUCE FLAVOUR	LID COLOUR	DIETARY SUITABILITY*		
			VEGETARIAN	VEGAN	GLUTEN FREE
	SECRET BBQ Sweet and tangy (tamarind, cardamom and ginger).		✓	✓	
	TREZIGO Fresh coriander, lime and garlic.		✓	✓	✓
	RED CHILLI Serrano chilli, peach and ginger.		✓	✓	✓
	VERDE Jalapeños, mango, coriander and lemon.		✓	✓	✓
	CHIPOTLE Chipotle chilli and cayenne pepper.		✓		✓
	BASILO Basil, garlic and pine nuts.		✓		✓
	GARLIC A creamy infusion of fresh garlic.		✓		✓

*Please refer to the Zambrero Allergen Information guide for complete allergen information.

OUR FOOD



DID YOU KNOW?

FOR EVERY ITEM PURCHASED FROM OUR GRAB & GO RANGE, WE DONATE A MEAL TO AN AUSTRALIAN IN NEED THROUGH OUR LOCAL DISTRIBUTION PARTNER, FOODBANK.

PLATE 4 PLATE Zambrero

JOIN THE MOVEMENT

FOOD BANK
FIGHTING HUNGER IN AUSTRALIA

GRAB & GO

Allergen information can be found on the Zambrero Allergen Information guide and our website, zambrero.com.au

GRAB & GO - RETAIL RANGE



CHOCOLATE BROWNIE

Made with visible chunks of dark chocolate to create a rich chocolate flavour.



BLONDIE

White chocolate brownie made with almond meal and chunks of white chocolate.



ALMOND MUESLI BAR

Honey muesli with goji berries and amaranth puff.



CASHEW MUESLI BAR

Honey muesli with lime, chia seeds and a hint of chilli.



FORBIDDEN FOODS BLACK RICE

Forbidden Black Rice has a delicious nutty taste, magical aromas and superior health benefits. A great alternative to white and brown rice.

HELPING CUSTOMERS ORDER

Some customers who visit our restaurants may not be used to eating Mexican food or may not have eaten at Zambrero before, to help customers during this process here are some helpful tips:

- Remember, every customer is unique. Find out what the customer likes eating and if they have any dietary preferences (such as food allergies or intolerances).
- Match customer needs to appropriate products. If the customer doesn't like spicy food, suggest non-spicy options, or if the customer is after something light, suggest a bowl instead of a burrito
- Offer a suggestion, such as your favourite menu item and what you like about it
- Explain what's in our food, how it's made and the flavours of our ingredients
- Offer printed take away menus to new customers if they want to look at the menu in detail before deciding what to order.

IF A CUSTOMER ASKS YOU A QUESTION THAT YOU DON'T KNOW THE ANSWER TO, LET THEM KNOW THAT YOU'LL DO YOUR BEST TO FIND OUT AND THEN ASK YOUR MANAGER FOR HELP.

FOOD ALLERGIES & INTOLERANCES

Nutritional and allergen information can be found on our website, zambrero.com.au

Some of our customers may not be able to consume certain products we sell or ingredients in our products whether due to dietary requirements (such as food allergies or intolerances) or personal or religious reasons. Additionally, customers may want to substitute one food item for another or add an item (if there is a price difference, make sure you clearly communicate the difference).

- Assist customers with menu choices by providing accurate information on the allergen content of our menu. This information can be found in the Zambrero Allergen Information guide.
- Always listen to customers and treat their enquiries seriously, even if their allergy or intolerance is not common
- Follow correct procedures when handling, storing and preparing food to prevent contamination
- Ask for help from your supervisor / manager if you need it.

DID YOU KNOW?

- In Australia, approximately 2% of the population have a food allergy, that's 1 in 20 children and 2 in 100 adults. Allergies in general are on the increase worldwide
- Food allergies can cause a life-threatening reaction called anaphylaxis (an-a-fi-LAK-sis)
- There is currently no cure for food allergy; the only way to manage a food allergy is avoidance of all foods containing the allergen
- For some people, just a trace amount of the offending food can cause a life-threatening allergic reaction
- The law requires us to provide accurate information when a customer asks about allergens in the food we serve
- Most fatalities relating to a food allergy occur when eating outside the home. With knowledge and organisation, allergic reactions including deaths can be avoided.

WHAT IS THE DIFFERENCE BETWEEN FOOD ALLERGY AND INTOLERANCE?

Food allergy and food intolerance are both types of food sensitivity and both can make you feel very ill.

A food allergy is an immune system response to a food protein that the body mistakenly believes is harmful. Food allergies can cause immediate symptoms and sometimes the reaction can be so severe that it can trigger a life-threatening reaction known as anaphylaxis (an-a-fi-LAK-sis).

A food allergy is not the same as food intolerance. A food intolerance is the inability to properly digest or fully process certain foods.

FOOD ALLERGY	Immune system reaction to a food which can be potentially life threatening.
ALLERGEN	A substance that a person's immune system thinks is harmful to the body.
FOOD INTOLERANCE	Does not involve the immune system. It is the inability to digest a food which can cause discomfort and distress but is not life threatening.

DID YOU KNOW?

- The 10 foods (to the right) cause around 90% of allergic reactions. Other less common foods (e.g. kiwi fruit, mushrooms, celery) can also cause allergic reactions including anaphylaxis
- People who are allergic to peanuts are not necessarily allergic to tree nuts and vice versa, however people who are allergic to one tree nut have a tendency to be allergic to other tree nuts.

ALWAYS LISTEN TO CUSTOMERS AND TREAT THEIR ENQUIRIES SERIOUSLY, EVEN IF THEIR ALLERGY IS NOT ONE OF THE TOP 10.



FOOD ALLERGENS

TOP 10 FOOD ALLERGENS			
	**PEANUTS**		**CRUSTACEA** (e.g. shellfish, e.g. prawns, lobster)
	**TREE NUTS** (e.g. walnuts, almonds, cashews)		**SESAME SEEDS**
	**EGGS**		**SOYBEANS**
	**COW'S MILK**		**CEREALS CONTAINING GLUTEN AND THEIR PRODUCTS** (namely wheat, rye, barley, oats and spelt)
	**FISH**		**LUPIN**

ALLERGIC REACTIONS

WHAT ARE SIGNS AND SYMPTOMS OF AN ALLERGIC REACTION?

The signs and symptoms of an allergic reaction can vary from person to person. An allergic reaction can happen very quickly after eating and suddenly become severe.

Anaphylaxis is the most severe form of allergic reaction and is potentially life threatening. It must be treated as a medical emergency.

Signs and symptoms can include:

MILD TO MODERATE	• Swelling of lips, face, eyes • Hives or welts • Tingling mouth • Abdominal pain or vomiting
SEVERE (ANAPHYLAXIS)	• Difficult / noisy breathing • Swelling tongue • Swelling / tightness in throat • Difficulty talking and / or hoarse voice • Persistent dizziness or collapse • Pale and floppy (young children)

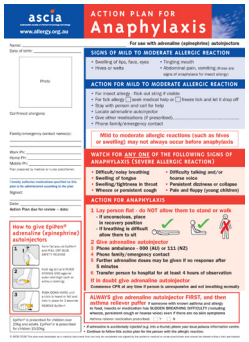
FOOD ALLERGIES & INTOLERANCES

WHAT DO I DO IF A CUSTOMER HAS AN ALLERGIC REACTION?



1. Call triple zero 000 and ask for an ambulance.
2. Lay person flat, do not allow them to stand or walk. If breathing is difficult allow to sit on the ground with legs outstretched.
3. Follow customer's ASCIA Action Plan for Anaphylaxis (if they have one) and administer adrenalin (epinephrine) autoinjector in accordance with the instructions on the plan.





WHAT ARE THE COMMON FOOD INTOLERANCES?

There are many different types of food that people can be intolerant to but the most common include:

- Milk and lactose (the sugar in milk)
- Gluten
- Wheat
- Food preservatives, and
- Naturally occurring compounds in food such as caffeine, salicylates, amines and glutamate.

DID YOU KNOW?

Signs and symptoms of food intolerance can include:

- Stomach and bowel upsets
- Headaches and migraines
- Bloating
- Vomiting
- Diarrhoea
- Wheezing
- Runny nose
- Hives

People can feel seriously unwell, but they do not die from the intolerance.

COMMON DIETARY REQUESTS

WHERE CAN ZAMBRERO ALLERGEN INFORMATION BE FOUND?

Information on which of our ingredients contain the 10 most common food allergens can be found on the Zambrero Allergen Information guide and on our website, zambrero.com.au.

By law, this information must be made available to customers upon request (Australia New Zealand Food Standards Code, Standard 1.2.3 Mandatory Warning and Advisory Statements and Declarations).

ASK YOUR MANAGER OR FRANCHISE PARTNER WHERE YOU CAN FIND A PRINTED COPY OF THE LATEST ZAMBRERO ALLERGEN INFORMATION GUIDE IN YOUR RESTAURANT.

WHERE CAN CUSTOMERS FIND OUT ADDITIONAL INFORMATION ABOUT OUR MENU?

Customers can request additional information about our menu by contacting us through our website, zambrero.com.au/contact.

COMMON DIETARY REQUESTS	
VEGETARIAN (V)	Vegetarian diets don't include meat or seafood and may not include eggs or dairy foods.
VEGAN (VG)	Vegan diets are a type of vegetarian diet, where only plant-based foods are eaten. This means that no animal products (including meat, poultry, seafood, dairy, eggs, honey or animal-derived ingredients or food additives) are consumed.
NO GLUTEN (GF)	People who are unable to eat gluten may be gluten intolerant or suffer from coeliac (SEE-lee-ak) disease. Coeliac disease is an auto-immune disease (not a food allergy) that can cause serious problems caused by an immune reaction to dietary gluten (a protein found in wheat, barley and rye). In coeliac disease, the lining of the bowel is damaged by the white blood cells of the immune system. The only treatment is to avoid all gluten-containing foods.
NO DAIRY / LACTOSE	Milk and other dairy products contain a sugar or carbohydrate called lactose. Normally, the body breaks down lactose into its simpler components with the help of the enzyme lactase. Without enough lactase, a person can have digestive problems like abdominal pain and diarrhoea when they consume foods containing lactose. This is known as lactose intolerance or lactase deficiency.

HELPING CUSTOMERS - FOOD ALLERGIES AND INTOLERANCES

WHAT DO I DO IF A CUSTOMER ADVISES THAT THEY HAVE A FOOD ALLERGY OR INTOLERANCE?

1. **Listen** to the customer carefully and take their requests and questions seriously.
2. **Clarify** anything you're unsure of by asking the customer questions.
3. **Be truthful** – if you're not sure of the correct answer to a customer's question, say so, never guess. Do your best to find out correct information from your manager or franchise partner.
4. **Provide the latest Allergen Information guide** to the customer. This information can also be found on our website, zambrero.com.au.
5. Always **let customers make their own informed choices.**

INDIVIDUAL INGREDIENTS USED IN OUR MENU MAY BE ALLERGEN-FREE, HOWEVER, WE OPERATE A WORKING PRODUCTION LINE AND THERE IS ALWAYS A RISK THAT TRACES OF ALLERGENS MAY BE TRANSFERRED TO INGREDIENTS DURING STORAGE OR PREPARATION OF FOOD IN OUR RESTAURANTS.

IF A CUSTOMER WITH A FOOD ALLERGY OR INTOLERANCE ORDERS FROM OUR MENU, BE SURE TO:

- Communicate with your supervisor / manager and all team members. If possible, have one person prepare the customer's order to avoid any misunderstandings
- Prior to preparing the customer's order, wash your hands with AMH and warm water. Replace your gloves with a clean, new pair
- Follow the correct procedures and prepare the product using the correct ingredients (as ordered by the customer) – never substitute ingredients
- If you make a mistake while making the order – start again. Do not remove ingredients – you **must** replace the whole order.

DEALING WITH FOOD CONTAMINATION



If it is suspected or known that food has been contaminated with other food containing allergens the following procedure must be followed immediately:

FOOD CONTAMINATION PROCEDURE

1. Communicate to all team members to cease serving the affected products / ingredients. Inform your manager / franchise partner.
2. Discard all affected products / ingredients as per your restaurant's waste procedure and record wasted quantities. **If in doubt – throw it out!**
3. Wash, rinse, sanitise and air-dry all affected containers and utensils. Clean any affected equipment.
4. Clean benches and surfaces with glass and multi surface cleaner and paper towel and then sanitise with surface sanitiser and paper towel (spray chemicals well away from food to avoid overspray).
5. Wash hands with AMH and warm water (as per handwashing procedure). Discard any gloves you are wearing.
6. Replace product with fresh unaffected product (use new, clean, sanitised containers and utensils).

HOW WE ROLL

SERVICE FOUNDATIONS

Our service foundations set the standards for providing a welcoming and comfortable restaurant experience and for ensuring our teams are always ready to perform.

FLAWLESS RESTAURANT AMBIENCE

At Zambrero, we deliver an experience which activates and engages our customer's senses. We achieve this through meticulously designed restaurants and a flawless restaurant ambience.

The following restaurant ambience elements, when perfectly executed, work in harmony to entice customers to enter. Once inside, the restaurant ambience makes customers feel relaxed and comfortable, inviting them to stay.

THINK LIKE A CUSTOMER.

ASK YOURSELF THESE QUESTIONS WHEN YOU ARRIVE AT WORK:

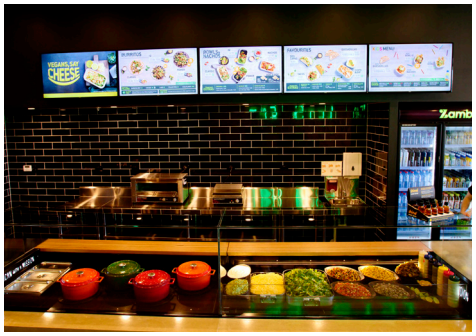
1. WHAT DO I SEE, SMELL, TOUCH, HEAR, TASTE?
2. HOW DOES THE AMBIENCE OF THE RESTAURANT MAKE ME FEEL?

REPORT ANY ISSUES YOU IDENTIFY TO YOUR MANAGER.

ENTICE THROUGH PERFECTION

ELEMENT	
MUSIC	We're eating to beat world hunger and our own Zambrero music, the Cost of Living, is designed to make our customers feel inspired for eating in our restaurant, that's why we play tracks by Bob Marley, speak of revolution and mix in speeches by Martin Luther King Jr. Zambrero music must be played at all times the restaurant is open at a volume of 70-80dB (except where not permitted, e.g. restaurants located in shopping centres).
LIGHTING	Our lighting is very intricately designed throughout our restaurants. It's important that our restaurants feel welcoming and that the lighting is not too bright or too dim. Always ensure the lights are on (inside – at all times, outside – after dusk) and working correctly (e.g. no flickering light globes or light globes that aren't working).
TEMPERATURE	The temperature of our restaurants must always be comfortable. We recommend setting the air conditioner temperature to 21-24ºC (cool setting) in hot months and 18-20ºC (heat setting) in cool months. These temperature settings ensure the greatest energy efficiency of the air conditioning unit in the different seasons.
CLEANLINESS	Our restaurants must be sparkling clean, tidy and free from offensive odours at all times! Our customers feel strongly that a clean restaurant is a foundation to great service. It represents the overall quality of the restaurant. From a customer's perspective, a clean restaurant translates to a better experience and encourages them to return.
MARKETING MATERIALS, SIGNS AND PLATE 4 PLATE COUNTER	Marketing and promotional materials can attract customers' attention and motivate them to visit Zambrero. These materials include signs, posters, banners, umbrellas, barriers, A frames, table talkers, menus and strut cards. Ensure all marketing materials are clean, up to date and in good condition. Avoid displaying multiple different messages as this can be confusing and ineffective. Handwritten or off-brand signs or messaging must not be used. The Plate 4 Plate meal donation counter (displayed in most restaurants) links to the sale of all burritos, bowls and Grab & Go products. It's important that the counter is working correctly and displaying live results as this helps connect customers to our mission and reminds them of their contribution to helping end world hunger.
OUR FOOD	The service line is our stage! Our food must always be fresh, stocked and available.
YOU	Being ready to serve, maintaining a fresh appearance, keeping your head up, making eye contact and smiling is key to ensuring our restaurants feel welcoming.

AMBIENCE ELEMENTS













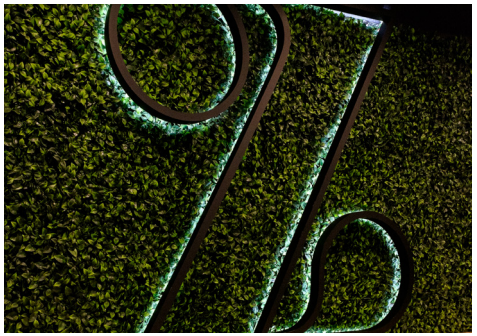












FRESH APPEARANCE

Our customers expect to be served by team members who present a fresh appearance that's clean, neat and tidy. This means:

- Your uniform and pants must be neat, clean and wrinkle-free before you start work (be sure to wash and iron your uniform before every shift)
- All items must be in good condition and not have any tears, rips or stains (if you require a new piece of uniform, please speak to your manager).

DRESSED TO DELIGHT

HAIR	NAILS	JEWELLERY
• Hair must be neat and clean and worn away from the face • Long hair (below the collar in length) must be tied back, preferably in a bun or plait. No loose, straggly hair is allowed • Hair accessories should be natural tones • Beards, moustaches and sideburns must be clean, neat, tidy and trimmed	• Keep your fingernails short and clean – no false/acrylic nails or nail polish are permitted (due to the risk of breaking and chipping which may contaminate food)	• A watch and one ring on each hand may be worn • Small stud or sleeper piercings are acceptable (no hoop earrings) • Necklaces and bracelets must not be worn due to the risk of being caught on equipment
COSMETICS	**SHOES**	**PANTS**
• Cosmetics should be used in good taste and in moderation to maintain a professional image	• Shoes are to be dark in colour (preferably black), in good repair, clean, closed-toe, non-slip and low heeled • Make sure your shoes are comfortable and safe with good traction. No open heels, open toes or open backs are allowed • Keep the soles of your shoes clean and in good repair	• Pants are to be denim jeans, wool/cotton full length trousers or shorts of knee length • The hemline must be shortened and sewn to reach the top of the shoe, not breaking at the foot or touching the floor
PERSONAL HYGIENE	**HAT/HEADBAND**	**SOCKS**
• Personal hygiene must be maintained, including the use of deodorant, keeping your breath fresh and keeping hands clean and washed at least once every hour	• A hat or headband must be worn at all times. When a hat is worn, hair should be tucked up underneath, away from your forehead	• Socks are to be dark, preferably black

Please note: These appearance standards are a minimum standard across all Zambrero Restaurants. Please speak to your franchise partner for specific guidelines.

APPEARANCE ELEMENTS

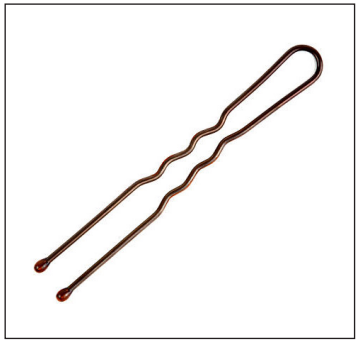










SHOW READY

Being ‘show ready’ means that we’re always ready to perform to delight our customers!



AS SOON AS CUSTOMERS ENTER OUR RESTAURANTS, THEY FORM AN IMPRESSION ABOUT WHO WE ARE, WHAT WE DO AND THE QUALITY OF OUR BRAND – WE CALL THIS OUR FIRST ‘MOMENT OF TRUTH’. IF WE’RE NOT VISIBLE WHEN OUR CUSTOMERS ENTER THE RESTAURANT OR THE PRODUCT ON DISPLAY ISN’T FRESH OR AVAILABLE, THIS CAN NEGATIVELY IMPACT THE CUSTOMER’S IMPRESSION.

ALWAYS READY TO PERFORM





ARE YOU SHOW READY?

- ☐ When you start your shift make sure you understand the details of the current promotion and what’s involved. This will ensure you can correctly assemble LTO products and answer customer questions

  TIP: Team Member Summary Posters contain important information to help you

- ☐ Check in with your shift manager to find out your assigned station, secondary duties and shift targets
- ☐ Follow correct handwashing and glove procedures. Wash your hands thoroughly with AMH at the start of your shift and as required throughout your shift. Ensure you are always wearing clean, clear gloves that are in good repair when assembling customer orders
- ☐ Keep the service area clean, tidy and clutter free (this includes benches, glass, stainless steel, tiles, containers and utensils)
- ☐ Ensure the service line is clean and that all product is available, displayed correctly and fresh

- [ ] Ensure all materials, packaging (e.g. foil, bowls, lids, takeaway bags) and utensils are available
- [ ] Ensure service equipment is clean and in good condition, and that settings are correct
- [ ] Make sure the POS, EFTPOS terminal and receipt printer are working correctly. Check that the receipt printer is stocked with receipt paper and that the cash drawer has adequate change. Ensure there is a blue or black pen, order stickers, loyalty cards and a 'Z' stamp available
- [ ] Keep the drinks fridge and Grab & Go display clean, stocked and displayed correctly. Ensure all labels are facing towards the customer and Grab & Go price tags are clean, in good repair and clearly visible

  TIP: Refer to product planograms for more information
- [ ] Be visible in the service area and demonstrate positive body language.





KEEP YOUR HEAD UP

If you're not looking, you might not notice customers who enter the restaurant.

STAND TALL AND BE OPEN

Keep your back straight but not stiff and relax your shoulders. Don't cross your arms, slouch or lean on benches.

MAKE EYE CONTACT

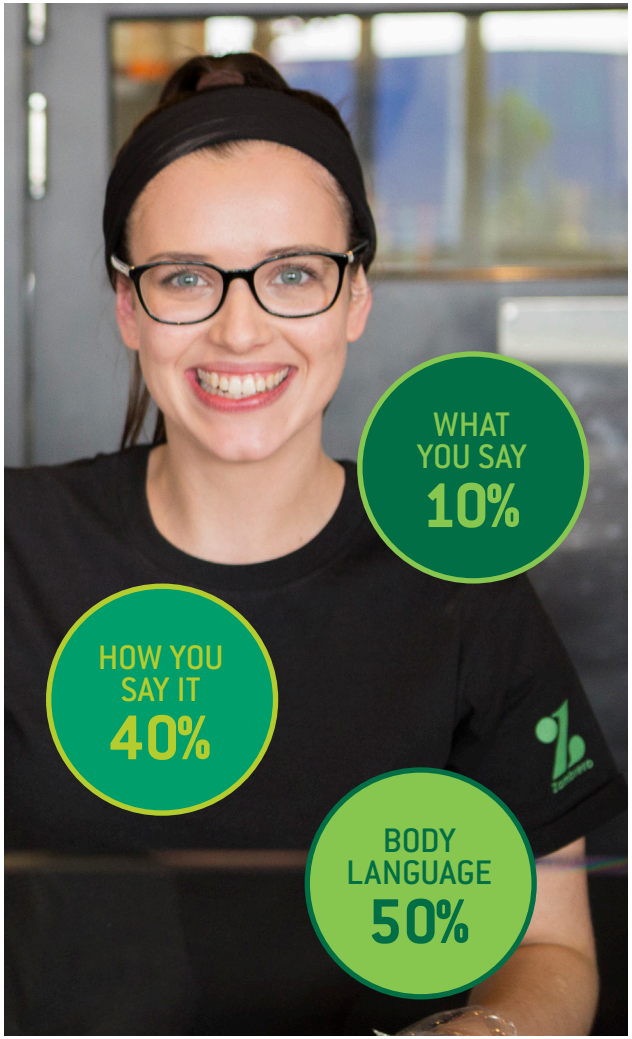
You should use about 50% eye contact with each customer, this is similar to the amount of eye contact you would use when talking to a friend. Eye contact demonstrates your connection with the customer.

SMILE

Smiling is key to providing a welcoming and friendly experience, after all, most smiles are started by another smile!

DID YOU KNOW?

BODY LANGUAGE CAN ACCOUNT FOR MORE THAN HALF OF THE MESSAGE YOU COMMUNICATE.



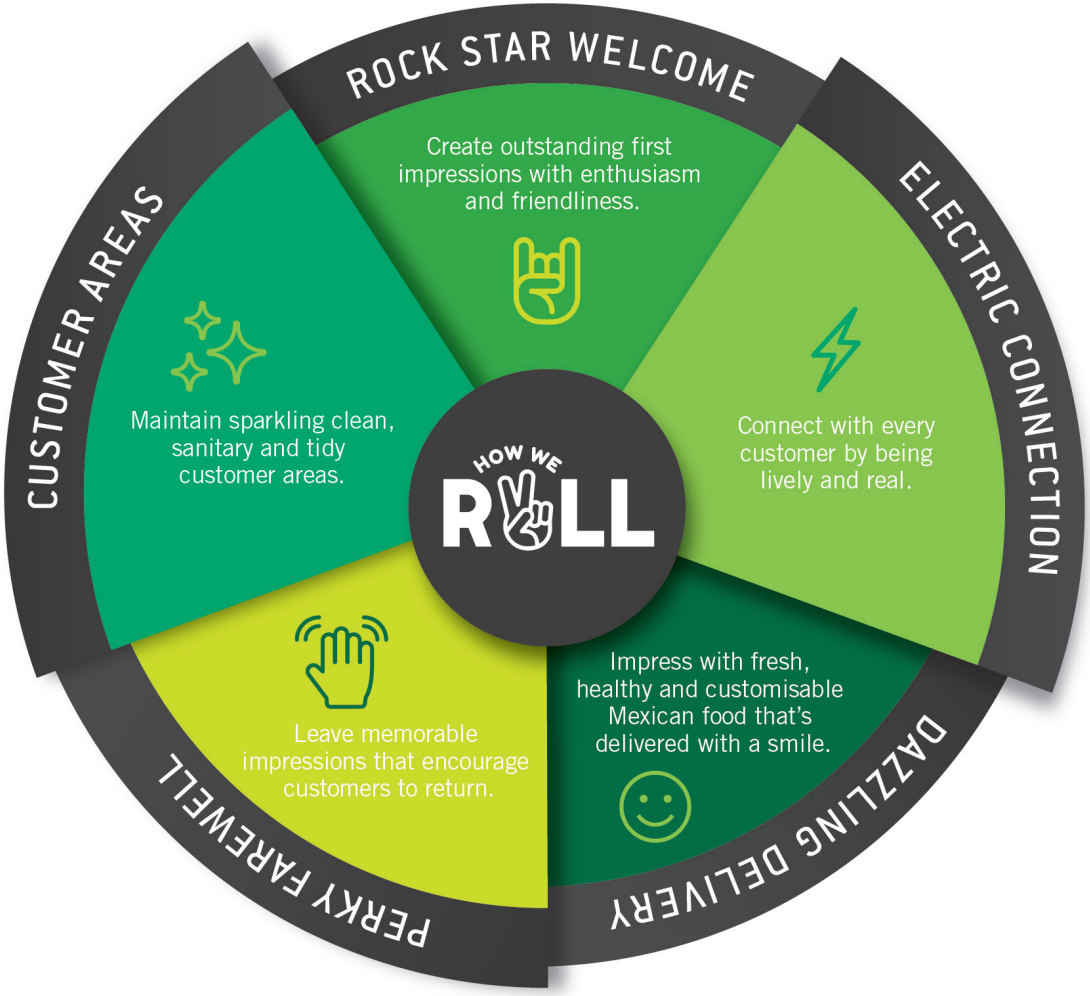
HOW WE ROLL

SERVICE TOUCHPOINTS

Our service touchpoints are distinct moments that enable us to connect and interact with our customers during their experience.

OUR SERVICE TOUCHPOINTS

Our service touchpoints are distinct moments that enable us to connect and interact with our customers during their experience.



ROCK STAR WELCOME

CREATE OUTSTANDING FIRST IMPRESSIONS WITH ENTHUSIASM AND FRIENDLINESS

In restaurant: Whether you're behind the service line or in the customer areas, welcome every customer who enters the restaurant within 2 seconds by providing a smile, eye contact and where possible, an enthusiastic and friendly greeting.

If you're busy serving another customer, eye contact and a smile lets the customer know that you acknowledge them and makes the customer feel welcomed. You can also give a friendly wave.







ELECTRIC CONNECTION

CONNECT WITH EVERY CUSTOMER BY BEING LIVELY AND REAL

In restaurant: When customers reach the beginning of the service line, greet the customer immediately with a friendly and enthusiastic two-part greeting.

Drive Thru: As soon as the customer's vehicle stops at the order point, immediately greet the customer with a friendly and enthusiastic two-part greeting. Be sure to re-greet customers immediately when the vehicle stops at the present window.

IN DRIVE THRU, KEEP A SMILE IN YOUR VOICE – CUSTOMERS WILL HEAR IT.



A two-part greeting combines a greeting and a prompt to take the customer's order, some examples of two-part greetings include:

- "Hello! What would you like today?"
- "Welcome back Max, would you like your usual order today?"
- "Good morning, may I take your order?"
- "Hey! What can I get for you?"
- "Hello, how are you today? … What would you like?"

USE THE CUSTOMER'S NAME IF YOU KNOW IT OR TRY TO GET IT.

DON'T GREET EVERY CUSTOMER THE SAME WAY. USE A FEW DIFFERENT GREETINGS AND MIX THEM UP.

In restaurant: If there are a few customers in line, be sure to acknowledge waiting customers and reassure them that they will be served soon. This can be achieved through eye contact and smiling, and where possible, simply saying, "I'll be with you shortly".

When taking the customer's order:

- **Listen attentively.** Listen to the customer as they place their order and avoid speaking until they have finished
- **Clarify.** If necessary, clarify any details that aren't clear such as the type of filling or if you think the customer may have a dietary requirement.

Victorian restaurants: If the customer orders a bowl, ask the customer if they are eating in or taking away as this will determine the correct bowl to use.

EXPLAIN OUR MENU AND OFFER A RECOMMENDATION TO CUSTOMERS WHO ARE UNSURE WHAT TO ORDER.



Drive Thru: When taking the customer's order, be sure to offer drinks and Grab & Go items.

Correctly enter all orders into the POS, including the correct filling, sauce and any extras. For large orders, repeat the order back to the customer to ensure you haven't missed anything. Clearly state the order total and inform the customer to proceed to the presenter window to receive their order.

ELECTRIC CONNECTION

RECOGNISE REGULAR CUSTOMERS

Our goal is to turn customers into regular, loyal customers. To do this, it's important to recognise and care about getting to know your regular customers, like remembering their name and order. You can find out a regular customer's name with a simple acknowledgment and question, for example, "Welcome back! I see you in here quite a lot, what's your name?".

CUSTOMERS APPRECIATE WHEN YOU MAKE THE EFFORT TO RECOGNISE THEM.



DAZZLING DELIVERY

IMPRESS WITH FRESH, HEALTHY, CUSTOMISABLE MEXICAN FOOD THAT'S DELIVERED WITH A SMILE

Once you have assembled the customer's order, make sure the order has been prepared correctly and that our quality standards are met, these include:

- Correct portioning of ingredients
- Correct ingredients ordered, and
- Packaging that is clean and in good condition (including bowls and foil).

If a mistake is made during the assembly process, politely inform the customer and quickly make their order again.

Never reuse or resell items made incorrectly or from returned orders, even if it looks like the item hasn't been opened. Discard the affected product following your restaurant's waste procedures.

IF IT'S NOT RIGHT, DON'T SERVE IT.

After completing a quality check:

In restaurant:

- Offer drinks and Grab & Go items
- Offer and stamp loyalty cards
- Use labels to differentiate items in large orders
- Place takeaway orders in bags, and
- Correctly enter the order into the POS, including the correct filling, sauce and any extras.

Drive Thru:

- Offer and stamp loyalty cards
- Use labels to differentiate items in large orders
- Place orders in takeaway bags.



LOYALTY CARDS CAN BE USED AT ANY AUSTRALIAN RESTAURANT AND ARE TO BE STAMPED WHENEVER A CUSTOMER ORDERS A BURRITO, BOWL, OR NACHOS. THE CUSTOMER'S 10TH BURRITO, BOWL OR NACHOS IS FREE!

DAZZLING DELIVERY



When bagging customer orders:

- Securely place lids on bowls
- Ensure hot and cold items are bagged separately
- Do not overfill bags (as a general rule, do not place more than four burritos or three bowls per bag)
- Place heavier items on the bottom of the bag and lighter items on top (to avoid damage)
- Carefully stack bowls on top of each other
- Lay burritos and bowls flat, not upright
- **Drive Thru:** Double check all orders for accuracy and add one napkin per food item ordered and cutlery for bowls and nachos.



PROCESS PAYMENT

After you have prepared the customer's order and entered it into the POS, clearly state the order total and then take payment from the customer.

IT'S IMPORTANT TO CORRECTLY ENTER ORDERS INTO THE POS AS THIS INFORMATION AFFECTS THE ACCURACY OF RESTAURANT REPORTING.



Cash

- Clearly state the amount of money received from the customer
- Enter the amount given by the customer into the POS
- Place notes you receive from the customer face down across the register drawer until you have given the change. Then put the notes away. This helps you remember how much the customer gave you
- State the amount of change you are returning to the customer. First place all of the coins in the customer's hand, then count the notes quickly in front of the customer and place them in the customer's hand.

EFTPOS

- **Integrated EFTPOS:** Press the EFTPOS key on the POS and advise the customer to follow the prompts on the EFTPOS terminal. They will need to tap their card/device or insert or swipe their card (depending if the card is contactless or not). Guide the customer through this process, as required. No pin or signature is required for most credit transactions under $100.
- **Non-integrated EFTPOS:** Enter the sale amount on the EFTPOS terminal keypad and select enter (until you see the 'select account' prompt). Advise the customer to follow the prompts on the EFTPOS terminal. They will need to tap their card/device or insert or swipe their card (depending if the card is contactless or not). Guide the customer through this process, as required. No pin or signature is required for most credit transactions under $100. Only once the sale has been processed as approved on the EFTPOS terminal, press the EFTPOS key on the POS to close the sale.

DAZZLING DELIVERY

If a signature is required, provide a black or blue pen with the receipt to the customer. Once the customer has signed the receipt, verify that the signature on the card matches the receipt. If you believe that the signature does not match, politely excuse yourself and discreetly notify your shift manager.

Mark all used vouchers or gift certificates (by writing 'USED' across the voucher or gift certificate) and place in the cash drawer.



Keep an eye out for counterfeit notes:

- Genuine notes are printed on plastic and have a distinct feel (a suspect bank note may feel excessively thick or thin compared to a genuine banknote. It is difficult to start a tear along the edge of a genuine banknote)
- Look for the coat of arms (if you hold the banknote to the light, you should see the Australian Coat of Arms
- Look for the star (diamond-shaped patterns are printed inside a circle on both sides of the banknote. If you hold up the banknote to the light, the patterns should line up perfectly to form a seven-pointed star)
- Check the clear window (the clear window should be a part of the note and not an addition, check that the white image printed on the window cannot be easily rubbed off).

ALWAYS CHECK $100 NOTES

If you suspect a note is counterfeit, politely excuse yourself and discreetly notify your shift manager.

Short change claims:
If there is a discrepancy over the amount of change the customer received back, politely inform the customer that you will call your shift manager for assistance. Immediately and discreetly call the shift manager.

Refunds:
All refunds must be processed by your shift manager.

Receipts:
Provide a receipt whenever requested by the customer.

Tip Jars:

Customers may leave tips in dedicated tip jars located near the POS or ask you to keep the change from the payment of their order. The following guidelines outline the acceptance of tips and the use of tip jars:

- Tip jars must be a basic jar shape made of transparent material (e.g. glass) and must be kept clean and in good condition
- Ensure tip jars are clearly labelled with "TIPS" and not misrepresented as being for any other purpose
- Position tip jars in an area which is easily accessible and does not impede operations
- Managers are responsible for completing skims of the tip jar throughout the day to remove any notes
- If a customer asks you to keep their change, advise the customer that you will place their change in the tip jar. Place the customer's change in the tip jar immediately.



AFTER PROCESSING PAYMENT, HAND OR SLIDE ALL ORDERS TOWARDS THE CUSTOMER, SMILE AND MAKE EYE CONTACT.

PERKY FAREWELL

LEAVE MEMORABLE IMPRESSIONS THAT ENCOURAGE CUSTOMERS TO RETURN

After delivering the customer's order, provide a warm and cheerful farewell. Be sure to use eye contact and smile.

Some examples include:

- "Thank you, enjoy your evening"
- "Thanks Max! See you soon"
- "Thank you, see you next time!"
- "Enjoy your burrito! We hope to see you soon"
- "Thanks for visiting, have a great weekend"
- "Enjoy your meal Mia, thanks for coming".

IN RESTAURANT: FAREWELL AND THANK ALL CUSTOMERS AS THEY LEAVE THE RESTAURANT.



SPEEDY SERVICE

Our customers expect to be served quickly when they visit Zambrero.

IN RESTAURANT GOAL

2 minutes

TOTAL EXPERIENCE TIME (TET)

From the time the customer's order is taken until payment is processed and they receive their order.

DRIVE THRU GOAL

3 minutes

TOTAL EXPERIENCE TIME (TET)

From the time the customer's vehicle stops at the order taking point until payment is processed and they receive their order.

These speed of service goals can be achieved by being show ready and working efficiently as a team.

CUSTOMER AREAS

MAINTAIN SPARKLING CLEAN, SANITARY AND TIDY CUSTOMER AREAS.

Our customer areas include dining areas (inside and outside), the carpark, Drive Thru and bathrooms.

While in the customer areas you are close to our customers and it's your responsibility to:

- Keep all areas sparkling clean, sanitary and tidy, including:
  - Waste bins
  - Tables, chairs and highchairs
  - Floors/walls
  - Windows and doors
  - Bathrooms
  - Outdoor areas (including landscaping and outdoor dining)
  - Carpark
  - Drive Thru
- Keep napkin dispensers, straws and cutlery stocked and organised
- Interact with customers, including making small talk
- Resolve customer feedback using the HEART model.

Ensure you cover the entire dining area, not just one section. You do not have to approach each table in consecutive order. You may want to approach every second or third table in each section, then go back to the tables you have missed. This way you are visible to all customers, all over the restaurant, and they can easily find you if needed.









CUSTOMER AREAS

TIPS ON INTERACTING WITH CUSTOMERS

Communicating by listening, smiling and speaking is the best way to make each customer feel special.

- **Listening.** After greeting the customer, you can determine whether conversation is warranted. Many people want to do the talking, so listen with interest
- **Smiling.** For many customers, a friendly smile is all that is necessary. Some people wish to be left alone and others do not want to be interrupted
- **Speaking.** A friendly "Hello, how are you?" as the customer enters the restaurant is a pleasant greeting. Later you can introduce yourself and tell them that you're there to help them. Ask them to let you know if there is anything you can do to make their experience more enjoyable.

Tips for making small talk:

- Be natural and comfortable
- Have a friendly smile and use eye contact
- Prepare some casual conversation to get started
- Introduce yourself. Ask the customer's name (remember it and use it during your conversation)
- Be aware of the customer's space. Don't make the customer uncomfortable
- Read the customer. If they appear to be in a hurry, keep it short or move on
- If the customer is willing to talk, ask questions about their food and the service they received, for example, "Have you tried our [promotional product]? Did you enjoy it?"
- Gather information, enquire about an emblem on a shirt or jacket or ask a question, for example, "What are you planning for today/this weekend?"

What about customers who are deep in conversation, or the customer who is reading?

Pause, they will notice you, then simply smile and ask if everything is all right. Then leave them alone.







KEEPING CUSTOMER AREAS CLEAN, SANITARY AND TIDY

WHAT DOES CLEAN MEAN?

Clean means there is no visible debris on floors and counter tops or equipment surfaces. Clean surfaces and equipment prevent bacteria from growing and then being passed on to other areas or food.

WHAT DOES SANITARY MEAN?

Sanitary means free of harmful levels of contamination, such as disease-causing bacteria. This is why we use clean cloths and sanitiser solution when wiping over benches and equipment, and sanitiser solution in the third sink compartment to sanitise utensils and equipment after washing. Sanitiser solution kills bacteria on clean surfaces only.

WHAT DOES TIDY MEAN?

Tidy means that everything is arranged neatly and in order, including tables, chairs and marketing materials.

CLEANING INSIDE

FLOORS

Keep floors clean and dry. Spot sweep and mop during busy periods and thoroughly sweep and mop the entire floor regularly (always use a blue mop and bucket in customer areas). Mop up spills immediately using a damp mop (not a wet one). Clean up any dropped food immediately. Avoid sweeping and mopping near customers.



ALWAYS PLACE A 'WET FLOOR' SIGN OUT WHEN THE FLOOR IS BEING MOPPED OR WHENEVER THE FLOOR IS WET (FOR EXAMPLE A SPILLED DRINK).

WASTE BINS

Check bins frequently throughout the day to prevent them from being overfilled. Use disposable gloves and a rigid container (e.g. empty water bottle) or newspaper to pack down rubbish in bins – never use your hands or feet.

When changing bins, follow safe lifting and carrying procedures. Empty bin liners when they are 90% full after compacting rubbish (as above). Do a four corner bag tie (opposite corners together) and minimise exposure to waste bags by carrying the waste bin receptacle to the bulk garbage and then carefully placing the waste bag inside (this is important as it reduces exposure to potential sharp objects such as broken glass or needles). Replace with a new liner and ensure it is secure (tie a small knot in one corner if necessary).

Wipe up spills or debris on the waste bin, including the waste bin door. Clean up spills inside receptacles using paper towel and sanitiser spray.



KEEPING CUSTOMER AREAS CLEAN, SANITARY AND TIDY

NAPKIN DISPENSERS, STRAWS AND CUTLERY

Keep napkin dispensers, straws and cutlery clean, neat and stocked. When stocking cutlery or straws, use clean hands and disposable gloves. Be sure to place cutlery in holders with the handles facing up (this way customers won't contaminate other cutlery when removing).

TABLES, CHAIRS AND HIGHCHAIRS

Discard all rubbish immediately after customers leave. If appropriate, politely offer to clear tables for customers who are still seated. Clean all surfaces, tops, sides and legs of tables and chairs with a clean, damp cloth and sanitiser spray. Keep tables and chairs tidy by pushing chairs underneath tables.



TO PREVENT OVERSPRAY, ALWAYS SPRAY CLEANING CHEMICALS DIRECTLY ONTO THE CLOTH, AWAY FROM FOOD AND CUSTOMERS.



2-CLOTH CLEANING METHOD.

USE TWO SEPARATE CLOTHS IN THE CUSTOMER AREAS. ONE FOR TABLE AND BENCH TOPS AND THE OTHER FOR CHAIRS, BOOTHS, HIGH CHAIR SEATS, AND TABLE SIDES AND LEGS.

WINDOWS AND DOORS

Frequently clean window and glass doors with glass and multi-surface cleaner and paper towel to remove all handprints and marks. Wipe down door handles with a clean, damp cloth and sanitiser spray.

CLEANING OUTSIDE

CARPARK AND DRIVE THRU AND LANDSCAPING AND WALKWAYS

In daylight hours only, wearing a high visibility vest and using the litter pick up tool, carefully pick up any rubbish including cigarette butts around the restaurant and place into a clean, lined waste bin receptacle.

Use extreme caution around moving vehicles and maintain situational awareness by looking around you before stepping into the carpark or Drive Thru lane. Be cautious of reversing vehicles and blind spots (such as corners in the Drive Thru lane). Use paper towel and glass and multi-surface cleaner to clean Drive Thru menus, windows and customer order displays (COD). Do not spray chemical directly onto electrical equipment, including the COD.

RUBBISH AREA

Keep external rubbish area doors closed and locked. Pick up or sweep up rubbish and mop up using the blue mop and bucket. Separate cardboard and other recyclable materials in the correct recycling bin. DO NOT pour oil or any other waste/cleaning materials down drains, always use the mop sink to empty mop buckets and the dry wipe procedure to discard oil/grease and dairy product.

WHAT'S THE DRY WIPE PROCEDURE?

PLACE OIL/GREASE AND DAIRY PRODUCT INTO LINED WASTE BINS BY SCRAPING OR WIPING WITH PAPER TOWEL, THIS HELPS PREVENT WATER POLLUTION. DO NOT POUR OIL/GREASE DOWN DRAINS.

KEEPING CUSTOMER AREAS CLEAN, SANITARY AND TIDY

FOR SECURITY REASONS DO NOT REMOVE RUBBISH THROUGH THE REAR DOOR BETWEEN SUNSET AND SUNRISE. ENSURE BOXES AND RUBBISH BAGS NEVER BLOCK THE REAR DOOR OR ANY EMERGENCY EXITS.

BATHROOMS

Bathrooms (including mirrors, sinks, toilets, ceilings, walls and the hand dryer) should be checked at least every 30 minutes to ensure they are clean, tidy and odour free.

ALWAYS WEAR DISPOSABLE GLOVES WHEN CLEANING THE BATHROOMS AND WASH YOUR HANDS USING ANTIMICROBIAL HANDWASH (AMH) AFTER CLEANING. DISCARD RED CLOTHS IMMEDIATELY AFTER USE IN THE BATHROOM. ONLY USE ZAMBRERO APPROVED CLEANING CHEMICALS.

KEEP CLEAN AND ODOUR FREE

MIRRORS AND HAND DRYERS

Use paper towel and glass and multi-surface cleaner to clean mirrors, glass and any stainless steel surfaces. Use paper towel and sanitiser solution to clean hand dryers. Do not spray chemical directly onto electrical equipment, including hand dryers.

BASINS AND TAPS

Wipe over basins and taps with a clean, cloth and sanitiser solution spray. Basins and taps can be cleaned with liquid cleanser and a clean, cloth and sanitiser solution spray.

Shake the liquid cleanser well before use, apply a small amount of liquid cleanser to the surface with a clean cloth (sprayed with sanitiser solution) and thoroughly rub the surface. Rinse with water or a new clean cloth (sprayed with sanitiser solution) to remove all liquid cleanser residue and then buff with paper towel and glass and multi-surface cleaner.

TOILETS AND URINALS

Spray toilet bowls and urinals with sanitiser solution. Wipe over toilet seats, lids and cisterns with sanitiser solution and paper towel. Toilet bowls and urinals can be scrubbed with liquid cleanser and a dedicated toilet brush.



WASTE BINS

Check bins frequently throughout the day to prevent them from being overfilled. Use disposable gloves and a rigid container (e.g. empty water bottle) or newspaper to pack down rubbish in bins – never use your hands or feet.

Empty bin liners when they are 90% full after compacting rubbish (as above) and replace.

Wipe up spills or debris on the waste bin, including the waste bin door. Clean up spills inside receptacles using paper towel and sanitiser spray.

IN ORDER TO AVOID CONTACT WITH SHARP OBJECTS, INCLUDING NEEDLES, ALWAYS MAKE SURE THE AREA YOU ARE CLEANING IS READILY VISIBLE.

CHECK DISPENSERS

Check the toilet paper, change table liners and soap dispensers and fill if necessary. AMH must always be used in customer bathroom soap dispensers if there are no employee bathrooms. Check baby change tables are in good working condition (including any straps or locks).

KEEP FLOORS CLEAN AND DRY

Sweep and mop floors regularly. Mop up spills immediately using a damp mop (not a wet one). Always use a blue mop and bucket in bathrooms.

ALWAYS PLACE A 'WET FLOOR' SIGN OUT WHEN THE FLOOR IS BEING MOPPED OR WHENEVER THE FLOOR IS WET.

CHIPPED OR BROKEN CROCKERY/GLASS

In the event of chipped or broken crockery or glass, follow these steps:

1. Isolate the affected area (such as using barriers to prevent access).
2. Discard all exposed food contaminated by broken or chipped crockery/glass and replace the customer's order (if the broken crockery/glass is near an ice bin, discard all ice. Thoroughly clean inside).
3. Clean the affected area carefully and thoroughly.
4. Sweep up broken items and wrap in thick paper (e.g. newspaper).
5. Discard paper and contents directly into a rigid container (e.g. bucket) and place in the bulk garbage.

THROUGHOUT ALL SERVICE TOUCHPOINTS, LOOK OUT FOR CUSTOMER NEEDS AND OPPORTUNITIES TO:













GATHER INFORMATION

Gathering information from your customers makes them feel special and it shows that you have a genuine interest in their experience.

Here's how you can gather information from your customers:

- Ask the customer what they do or how their day is
- Find out what the customer's plans are for the weekend or if they live locally
- Focus on something you can observe about the customer and talk about it, for example:

- Ask customers in work uniforms: "What do you do for work?" or "Do you work nearby?"
- Ask customers in sport uniforms: "Did you play today?" or "What sport do you play?"
- Ask customers with shopping bags: "Did you buy anything exciting?" or "Where have you been shopping?"
- Ask customers who are students or in school uniforms: "How was school/uni today?" or "What are you studying?"
- Ask the customer if they know about our Plate 4 Plate initiative, especially if their order contributes a meal, this may be achieved by saying something like, "Did you know that your meal today donates a meal through our Plate 4 Plate initiative?"

IT'S IMPORTANT TO READ THE CUSTOMER. ARE THEY HEAD DOWN IN THEIR PHONE AND DISTRACTED? ARE THEY SHY OR PREOCCUPIED WITH KIDS? OR ARE THEY OPEN TO HAVING A CONVERSATION? CUSTOMISE YOUR INTERACTIONS TO SUIT THE CUSTOMER YOU ARE SERVING.







MAKE THEIR DAY

Making a customer's day is all about giving the customer more than they expect and focusing your attention on ways to make their day positive. This can be achieved through small acts of kindness or offering a helping hand.



WHAT DOES IT MEAN TO MAKE THEIR DAY?

HERE ARE SOME WAYS YOU CAN MAKE A CUSTOMER'S DAY:

- Compliment the customer
- Find out the customer's name and use it
- Remember the customer's favourite order and things happening with them, such as an important event or activity
- Spend time listening to the customer and chatting to them
- Provide some words of support, for example, "Good luck on your exam today"
- Provide a taste sample (for example, sauce served on a corn chip for a customer to try when they don't know which sauce to order)
- Thank customers for contributing to Plate 4 Plate and helping us to end world hunger
- Help carry a large order to the customer's table or car
- Hold the door open when customers enter or exit the restaurant
- Politely offer to clear tables after customers have finished eating.

You can also make the day of one of your teammates!





YOU HAVE THE POWER TO MAKE SOMEONE'S DAY AND SHARE GOOD FEELINGS THAT COULD CHANGE THEIR OUTLOOK ON THE WORLD AT JUST THE RIGHT TIME.

HAVE FUN

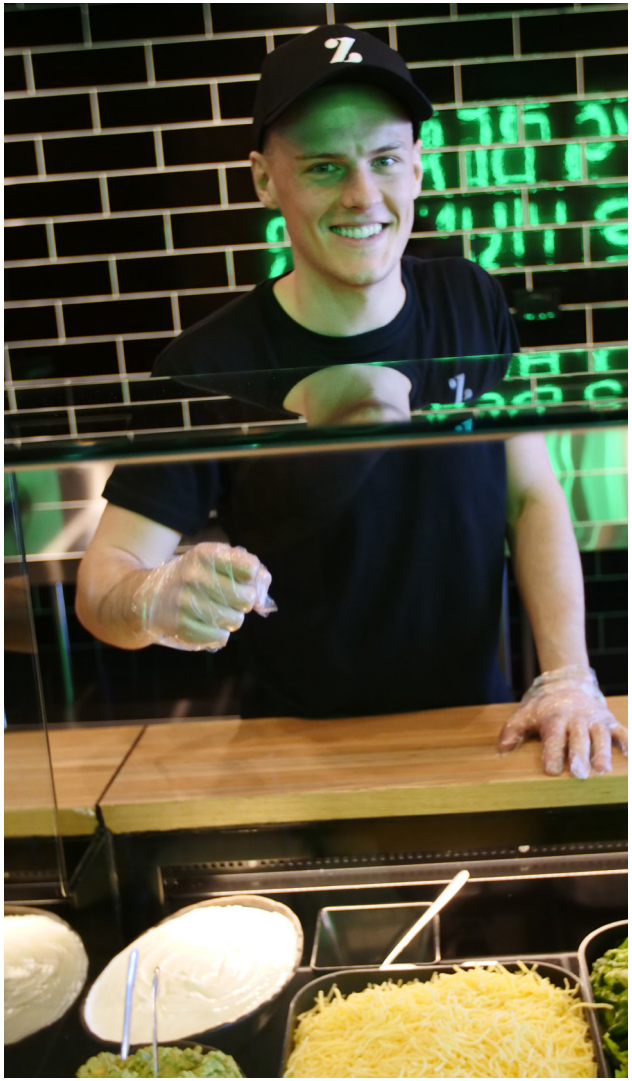
Having fun is a state of mind that allows us to enjoy what we do and share positive energy with our customers and teammates. When we have fun in a professional way we are able to show off our playful spirit and involve our customers in the love of what we do.

Some examples, include:

- Singing along to the song playing
- Making a joke
- Playing a game (like scissors, paper, guac)
- Having a laugh at something funny with the customer, or
- Doing a silly dance.

WHAT IS 'SCISSORS, PAPER, GUAC'?

SCISSORS, PAPER, GUAC WORKS ON THE SAME PRINCIPLE OF SCISSORS, PAPER, ROCK, HOWEVER IF THE CUSTOMER WINS THE GAME, THEY GET A FREE SERVE OF GUACAMOLE ON THEIR ORDER. ALWAYS CHECK WITH YOUR MANAGER/FRANCHISE PARTNER BEFORE PLAYING.







CHAMPION SELLING

Champion selling is the art of making customers aware of other options available to them when placing their orders, including:

- Extras & upgrades
- Sides & drinks
- Grab & Go items

Champion selling allows you to:

- Remind customers to order something they may have forgotten
- Promote new products and provide customers with an opportunity to try something new
- Showcase our quality products and ingredients
- Increase restaurant profitability by increasing the amount of the average transaction.

Some examples of champion selling include asking customers questions such as:

- "Would you like to swap to our superfood black rice for $1?"
- "Would you like to add our fresh handmade guacamole for $2?"
- "Have you tried our chips and guac? It's the perfect side for your meal!"
- "Which drink would you like today?" rather than "Would you like a drink?"

THINK OF CHAMPION SELLING AS LOOKING FOR A CHANCE TO HELP THE CUSTOMER.

CHAMPION SELLING TIPS

KNOW YOUR PRODUCT

- Keep up to date on what's happening, including promotions and menu updates
- Become an expert on our menu, hero ingredients and pricing. Make sure you know where to go for nutritional and allergen information.

COMMUNICATE THE WHY

- Explain the product you are trying to sell and what makes it so great. The key is to persuade the customer. For example, explaining that our guacamole is freshly made in restaurant every day or describing our superfood black rice.



CHAMPION SELLING TIPS

THINK LIKE A CUSTOMER

- Are customers searching the menu screens? Are they undecided about what to order? Is this a new customer? In situations like these, suggest a popular menu item (or your favourite) and a side to complement the customer's meal
- Listen to your customer. Comments like "and that's all" are a warning to not suggest extras
- Get to know your regular customers. They visit your restaurant frequently. They know your menu and they already know what they want. Use champion selling discreetly when customers might expect you to know what they want
- Customise your interactions. A customer who appears more health conscious might be more interested in a muesli bar rather than a brownie
- Don't over do it by trying to suggest too many extras, you don't want to come across as pushy
- Vary the questions and statements you use when speaking to customers to avoid sounding robotic
- Avoid suggesting extras or sides to children.

BE SURE TO CLEARLY STATE ANY ADDITIONAL COSTS TO THE CUSTOMER.









TREAT KIDS AS OUR LITTLE HEROES

AT ZAMBRERO, KIDS ARE OUR LITTLE HEROES!

You can improve a parent/carer's day by paying special attention to kids, for example:

- Greet kids separately to their parent/carer
- Talk to kids at eye level
- Introduce yourself
- Ask for the kid's name and use it
- Hand kids their order directly
- Give kids a high five
- Include kids in the conversation, for example:
  - "Do you go to school? Which school do you go to?"
  - "What did you do on the weekend?"

DID YOU KNOW?

FOR EVERY KIDS BOWL PURCHASED
A MEAL IS DONATED TO SOMEONE
IN NEED THROUGH OUR INTERNATIONAL
DISTRIBUTION PARTNER, RISE AGAINST HUNGER.







HANDLING CUSTOMER FEEDBACK

Occasionally things don't go to plan and customers may feel disappointed with their experience. There are many reasons customers may feel this way, including:

- Their expectations have not been met
- They are actually upset at something or someone else
- They are tired, under pressure or frustrated
- They don't feel they were listened to
- They are embarrassed
- They feel their integrity or honesty is being questioned
- You or someone in your restaurant promised them something that was not delivered
- You or someone in your restaurant was indifferent, rude or discourteous to them
- They were told one thing by one employee and something else by another.

When this happens, it's our responsibility to turn a negative situation into a positive experience for the customer by making it right. To do this we must handle all customer feedback promptly, politely and professionally.

ANNOYANCES THAT A PERSON USUALLY TOLERATES BECOME INTOLERABLE WHEN THE INDIVIDUAL IS UPSET.

You can't control another person's behaviour but, you can modify your behaviour to avoid causing annoyance. Remember not to take customer feedback personally, it's more important to stay calm.

BE PROACTIVE: WATCH YOUR CUSTOMERS' FACES FOR DISSATISFACTION OR PROBLEMS. DEVELOP A HABIT OF LOOKING AT YOUR CUSTOMERS' FOOD. DOES IT LOOK GOOD? IS IT PROPERLY ASSEMBLED? SOME PEOPLE WILL NOT COMPLAIN IN THE RESTAURANT BUT WILL TELL OTHERS WHEN THEY LEAVE.

If customers look unimpressed with their order or if they leave uneaten food on the table when they go to leave, use the opportunity to find out if everything is ok. Thank them for telling you and resolve any problems immediately. Our goal is to make sure customers leave our restaurants satisfied and the best time to fix an issue is while the customer is still in the restaurant.



WHY DO CUSTOMERS PROVIDE FEEDBACK?

The main reasons customers provide feedback is because they're disappointed with their experience and they want to provide us with an opportunity to make it right. For this reason, customers who provide feedback are extremely valuable because it gives us a second chance to do a better job. Unfortunately, most customers don't take the time to provide feedback, they simply don't return.



WHEN A CUSTOMER PROVIDES FEEDBACK, USE THE 'HEART' MODEL TO MAKE IT RIGHT.

- Where possible, discreetly handle feedback away from other customers to avoid creating an audience
- If a customer provides feedback that they have experienced food poisoning or there was a foreign object in their meal, politely inform the customer that you will get your supervisor or manager to help
- It is also recommend to ask for assistance from a supervisor or manager when a customer is being aggressive and disruptive.

H	**Hear the customer out.** Listen to what the customer has to say, without interrupting or becoming defensive.Use eye contact and open body language (such as nodding) to show that you're listening.
E	**Empathise with the customer.** Let them know that you can identify with their concerns and that you understand why they may feel upset, frustrated or let down.
A	**Apologise to the customer.** In a sincere and professional manner when there is no doubt that we have made a mistake, for example, "I am sorry that we have let you down today and made your burrito incorrectly". If necessary, repeat back the main issues as you understand them. If you need to, use open-ended questions to find out further information or close-ended questions to confirm facts. *When an injury occurs or there is a safety issue:* *Saying 'sorry' implies liability, therefore the use of 'sorry' is discouraged in injury or safety situations, unless there is absolutely no doubt that Zambrero is at fault.*
R	**Resolve the issue for the customer as quickly as possible.** Let the customer know what you are going to do and when. If you're unsure on how to resolve the issue for the customer or what the customer expects, ask them and then fix the situation to the best of your ability. Always focus on what you can do, not what you can't. If you can't fulfil the customer's request: • Explain the reason • Demonstrate empathy • Let the customer know what you can do by offering an alternative solution, for example, "What I can do is..."
T	**Thank the customer for bringing the issue to your attention.** Reassure the customer that you will take measures to prevent the issue from reoccurring, such as communicating to your team. Ensure to document important information and follow up as required.

WHEN A CUSTOMER PROVIDES FEEDBACK, USE THE ‘HEART’ MODEL TO MAKE IT RIGHT.

EMPOWERMENT

As a member of the Zambrero team, we empower you to do whatever it takes to delight our customers.

This means that we want you to act responsibly and effectively to solve any customer issues. We give you the information, knowledge and skills you need, to take responsibility and to balance the interests of the customer with the interests of the Zambrero brand, operations and restaurant profitability.

IF YOU’RE UNSURE AS TO WHETHER THE DECISION YOU ARE MAKING IS RIGHT OR YOU REQUIRE ASSISTANCE, PLEASE DISCUSS YOUR THOUGHTS WITH YOUR SUPERVISOR OR MANAGER.

RESPONSIBLE SERVICE OF ALCOHOL

Some Zambrero restaurants are licenced to serve alcohol. To serve alcohol, you must be over the age of 18 and have a current Responsible Service of Alcohol certificate, relevant to your state/territory.

IMPORTANT RSA INFORMATION

- All licensees, nominees and staff of licensed premises have a responsibility to ensure that liquor is sold and supplied to patrons in a responsible manner
- It is an offence to sell liquor, supply liquor or to allow liquor to be supplied to, or consumed by, a person who is under 18 years of age, or who is unduly intoxicated or disorderly
- Only alcohol purchased from Zambrero may be consumed in the restaurant (unless your restaurant is BYO only). Customers must not take any purchased alcohol drinks with them when they leave the restaurant.

SERVING ALCOHOLIC DRINKS

When serving customers alcohol, you must adhere to RSA guidelines:

- Politely ask for identification from customers if you suspect they are under 18 years old. If the customer is unable to produce identification, you have the right to refuse service of alcohol
- Ensure all alcoholic drinks are cracked/opened prior to serving
- Communicate to teammates and your shift manager if a customer has had multiple drinks to ensure all employees are aware when serving additional alcoholic drinks.

REFUSING SERVICE TO INTOXICATED CUSTOMERS

Team members may refuse the service of alcohol if they are worried that a customer may be intoxicated or is becoming intoxicated. When refusing the service of alcohol:

1. Stay calm and approach the person in a friendly and respectful manner (patronising or authoritarian attitudes can often evoke anger and cause a person to become aggressive).
2. Use 'I' statements, for example, "I am concerned", "I believe…".
3. Remain concise and to the point and advise the customer that by law they cannot be served another drink, for example "Due to government legislation, I am unable to serve you another drink".
4. Offer a non-alcoholic drink as an alternative.
5. If the customer becomes disruptive, ask the customer for their disruptive behaviour to stop. If your request is ignored, politely but firmly ask the customer to leave the restaurant. If they refuse, immediately contact the police.
6. Record the incident and advise your manager/franchise partner.

PROVIDING DRINKING WATER

If your restaurant serves alcohol, it is Zambrero policy that drinking water be made available to customers on request. Ensure you have disposable cups and clean, cold drinking water available (for example, water from the second wash sink; water from handwashing basins must not be used).

DEALING WITH DISRUPTIVE CUSTOMERS

Sometimes customers may become disruptive and display signs of aggression, violence or abuse due to irritation or dissatisfaction when their expectations are not met.

DISRUPTIVE BEHAVIOUR MAY INCLUDE

- Verbal abuse, such as offensive or rude remarks, swearing or name calling
- Actively hostile behaviour, including shouting, shaking fists, threatening gestures
- Threatening violence to other customers or employees
- Damaging restaurant property, and
- Physical abuse, that may result in injury.

DISRUPTIVE BEHAVIOUR IN ZAMBRERO RESTAURANTS IS UNACCEPTABLE.

WHEN DEALING WITH DISRUPTIVE CUSTOMERS

- Speak calmly to the customer and listen to their problem. Adopt a relaxed posture, move slowly, rather than suddenly and don't turn your back on the customer. You should try to control any signals of anxiety and stress and maintain calm facial expressions
- Respond in a calm manner and use empathy to acknowledge the customer's concerns or complaint. Explain what options are available to the customer and focus on what you can do to help them, not what you can't
- Inform your supervisor/manager or other team members of the problem and ask them to discreetly monitor the situation and your safety (without being an audience)
- Do not react to the customer's behaviour in a similar manner. Establish a neutral friendly relationship, remaining professional and respectful at all times
- Do not take insults personally
- Ask the customer for their disruptive behaviour to stop. If your request is ignored, politely but firmly ask the customer to leave the restaurant
- Do not enter the customer's physical space as this can escalate the situation. Increase your distance from the customer and avoid sustained eye contact. Use counter areas, tables or benches to create a barrier and have an exit plan in case you need to move away quickly
- If your safety or the safety of others is at risk, immediately dial Triple Zero (000) and ask for the police
- Do not follow, chase or attempt to restrain customers. If it's safe to do so, observe the direction the customer takes when they leave.

ZAM LINGO

AT ZAMBRERO WE USE UNIQUE WORDS WHICH YOU MAY NOT HAVE HEARD BEFORE, THE TABLE BELOW IS DESIGNED TO HELP YOU UNDERSTAND OUR LINGO.
IF YOU HEAR A WORD THAT ISN'T LISTED BELOW, ASK YOUR SUPERVISOR OR MANAGER FOR HELP.

WORD	ZAMBRERO USE	ABOUT
Al dente (al **den**-tey)	Our black rice is cooked al dente.	In cooking, 'al dente' describes food that is cooked to be firm to the bite. Al dente means "to the tooth" in Italian and is commonly used to describe cooked pasta.
Amaranth	Amaranth is added to our black rice before cooking.	Amaranth is an ancient grain-like seed and a good source of fibre, vitamin A, folate, thiamine, iron, zinc, calcium, copper, manganese and potassium. Amaranth was a key part of the diets of pre-Columbian Aztecs. The tiny amaranth seeds are heated until they puff, increasing their volume and creating a light, crunchy, popped version with a toasty, nutty flavour.
Antimicrobial Handwash (AMH)	AMH is the name of the approved hand soap for hand washing. AMH must be used at all handwashing basins and in bathrooms.	
Back of House (BOH)	Back of House (area where food is prepared, includes employee, office and stock areas. No customer access)	
Bain-marie	Used to keep ingredients stored in bains above 60ºC. Ingredients include meats, cauliflower, rice and pinto beans.	A type of a heated water bath, generally used to keep containers of food hot over a period of time.
Chipotle (chi-**poht**-ley)	Chipotle chillies are an ingredient in our chipotle sauce.	A chipotle chilli is a smoked and dried jalapeño. More commonly made from red jalapeños, chipotles date as far back as the Aztecs, who smoked jalapeños to preserve them.
Customer Order Display (COD)	The COD is the screen where customer's orders appear in Drive Thru. Some restaurants may only have a speaker instead of a display screen.	

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WORD	ZAMBRERO USE	ABOUT
Esmeralda (AKA Ezi)	Used in most restaurants to reheat meats, cauliflower and pinto beans.	Our affectionate name for our sous-vide cooker and water bath.
Front of House (FOH)	Front of House (area where customers have access and are served)	
Greta (AKA 'salad bar', 'service line')	Used in most restaurants to display and serve food.	Our affectionate name for our custom built hot and cold display unit (where our fillings, rice, lettuce, salsas etc are displayed).
Jalapeño (hah-luh-peyn-yoh)	Pickled jalapeño slices are a topping on our menu. Jalapeños are also an ingredient in our verde sauce (verde means 'green' in Spanish).	Jalapeño chillies range from moderately to very hot and originate from South America, they are about 4cm long, dark green when young and scarlet when ripe.
Pepitas	Roasted pepitas are an ingredient in our Salsa IQ.	Pepitas are the edible seed of a pumpkin or certain other cultivars of squash. The seeds are nutrient-rich and are a source of protein, dietary fibre and numerous micronutrients.
Quesadilla (kay-suh-**dee**-uh)	We serve vegetarian and meat/cauliflower quesadillas.	Traditionally a tortilla that is filled with cheese, folded in half and then grilled.
Salamander	Used to grill cheese on nachos.	'Salamander' is another name for a toaster/griller.
Serrano (suh-**rah**-noh)	Serrano chillies are an ingredient in our red chilli sauce.	Serrano chillies are small and green and originated in the mountainous regions of Mexico.

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WORD	ZAMBRERO USE	ABOUT
Sous-vide (sue-veed)	All Zambrero meats and cauliflower (AKA fillings) are cooked using the sous-vide method.	Sous-vide is a French term meaning 'under vacuum'. During the sous-vide cooking process food sealed in vacuum pouches is cooked in a water bath for long periods. This process delivers food that is tender, juicy and full of flavour.
Spirulina	Spirulina is added to our black rice after cooking and is also an ingredient in our Trezigo sauce.	Spirulina is an edible blue-green algae and a source of many vitamins and minerals.
Tortilla (tawr-**tee**-uh)	We have flour and black rice tortillas on our menu.	Tortillas are soft, thin, round flatbreads used in Mexican cooking.