



# NEW PRODUCT LAUNCH

Q3 LTO and Branded Paper To Go Side Cups

## TRAINING GUIDE

# PRODUCTS TO ORDER

## LTO; ICE & EASY

### PFG

- Lasco Lime Cocktail Mix (bag): #354220
- Monin Mango Puree: #426611
- Finest Call Single Pressed Lime Juice: #100026
- Finest Call Single Pressed Lemon Juice: #100036
- Tampico Citrus Punch: #108870 (Temporary)
- Sunny Delight Mango: #TBD (Permanent)

### Local Distributor

- DeKuyper Triple Sec
- El Toro Silver Tequila
- Beso Del Sol Sangria
- Pinnacle Whipped Vodka

- \* Substitute a similar quality brand if the brand listed in the description is not available.
- \* Substitute Vanilla Vodka if Whipped is unavailable.

## BRANDED PAPER TO GO SIDE CUPS

### PFG

1 case each to be shipped to all stores the week of June 10, 2019.

- 8 oz Paper Cup: #108890
- 10 oz Paper Cup: #114530
- Lids: #366370

\*Note: These new items will be in replacement of ALL current plastic and/or foam To Go side cups.



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# NEW RECIPES

LTO; ICE & EASY

1. Chip Dippin' Trio
2. Rocks House FuzzyRita
3. Frozen House FuzzyRita
4. Fuzzy Mango\*
5. Sangria Swirl
6. Coronita Beerita

\* May not be offered at locations with only 1 frozen drink machine.



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# PROCEDURE UPDATES

## FROZEN DRINK MACHINE FLAVOR REPLACEMENTS

Frozen drink machines should be cleaned and sanitized weekly. See manufacturer's instructions for proper cleaning procedures. If you are replacing flavors in your frozen drink machines to accommodate new LTO Frozen Drinks, be sure to clean and sanitize machine after depleting old flavor and before filling with new flavor.

\*If you have signage on your frozen drink machine, make sure to order new signage through Cornerstone to match new LTO Frozen Drink flavor.

## TO GO SIDE CUP VESSEL REPLACEMENT

Deplete stock on all current foam and/or plastic to go side cups and begin using new branded to go side cups that will be auto-shipped the week of June 10. Refer to "To Go Bowl Cheat Sheet" for proper use. Discontinue orders of all foam and/or plastic to go side cups and replace with orders of new branded to go side cups.

## DRB UPDATES

Chip Dippin' Trio Recipe as well as all LTO Margaritas and Frozen Drink Recipes will be live in DRB on Monday, June 17. Review these recipes with all applicable team members, test team member knowledge and validate recipe adherence.

## DMB UPDATES

- DMB updates will be live June 18, 2019. Please validate for accuracy. If there are any errors, e-mail Fuzzy's IT Department at [support@fuzzystacoshop.com](mailto:support@fuzzystacoshop.com)
- LTO Margaritas and Frozen Drinks, including pricing, will be displayed in "The Hard Stuff" menu section
- Chip Dippin' Trio will be listed on POP but not on the DMB



# PROCEDURE UPDATES

## POS UPDATES

- POS updates will be live June 18, 2019. Please validate for accuracy. If there are any errors, e-mail Fuzzy's IT Department at [support@fuzzystacoshop.com](mailto:support@fuzzystacoshop.com)
- Chip Dippin' Trio button will be added under "LTO" panel
- A "LTO Drinks" panel will be added to the alcohol screen
- If you wish to have any current buttons removed, please e-mail Fuzzy's IT Department at [support@fuzzystacoshop.com](mailto:support@fuzzystacoshop.com)

## PRE-SHIFT MEETING

Pre-shift all employees every shift, every day to ensure to communicate all updated procedures, recipes and training tools for use.

*An effective pre-shift meeting has the power to make a shift run smoothly, increase your sales and empower your staff to excel.*

Below are some tips to run an effective pre-shift meeting:

1. Plan ahead
2. Keep it short and simple
3. Educate
4. Inspire
5. Praise

**SUCCESS  
IS THE SUM  
OF SMALL  
EFFORTS  
REPEATED  
DAY IN & DAY OUT**



# LINE COOK TRAINING

## 1, 2, 3, 4...8 SHAKES!

From a small hole shaker dredge:

**3/8 tsp. of Fuzzy Dust Seasoning = 8 shakes**

• Example: Basket of Tortilla Chips (5 oz wt. )

**3/4 tsp. of Fuzzy Dust Seasoning = 16 shakes**

• Example: Breakfast Potatoes

Please see DRB for full recipe adherence.



## SCOOP AND SCRAPE

To achieve accurate portion size of guacamole using #24 disher:

1. Scoop into the guacamole until the disher is fully submerged.
2. Scrape up, against the side edge of the 1/6 pan as you pull the disher towards you and out of the guacamole.

This will level the disher and ensure 3 even scoops of guacamole equaling 6 oz (w).



## MICKEY MOUSE EARS

When serving guacamole, do NOT smash or level guacamole into side cups. Instead, place 3 distinct individual scoops into side cup forming Mickey Mouse ear shape. Leave air pockets between scoops for accurate portion size and full volume appearance.



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# CASHIER TRAINING

## THE ART OF UPSELLING



### House FuzzyRita

“Our house margarita just got upgraded with a new silver tequila and fresh lemon and lime flavors. If you loved it before you’re going to love it even more!”

### Fuzzy Mango

“It’s a mango dream served a little Fuzzy.”

### Sangria Swirl

“Why choose one when you can have two? Combine a margarita and sangria into one simple sip of perfection!”

### Coronita Beerita

“Today is the day to up your margarita game and top it with a Corona!”

### Chip Dippin' Trio

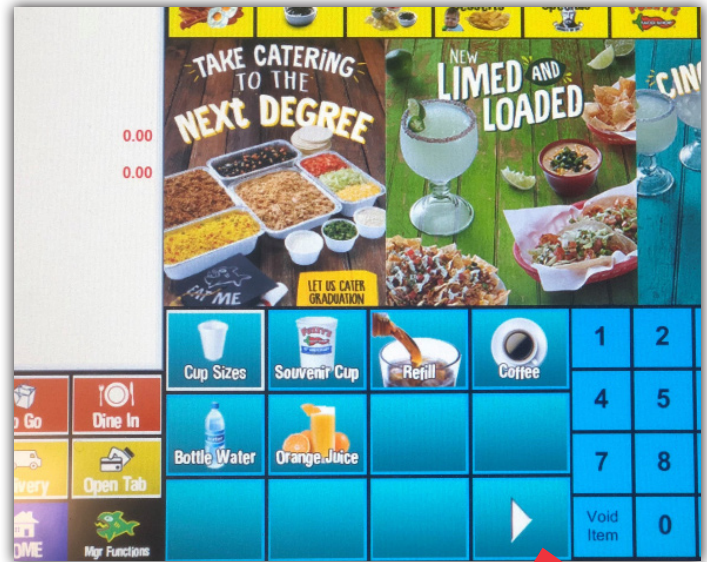
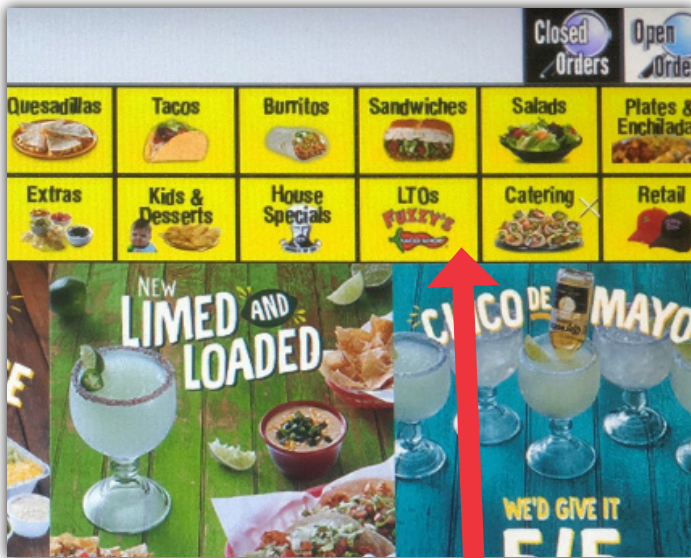
“There’s no need for everyone to agree anymore. Our new Chip Dippin’ Trio is a shareable the whole family can enjoy!”



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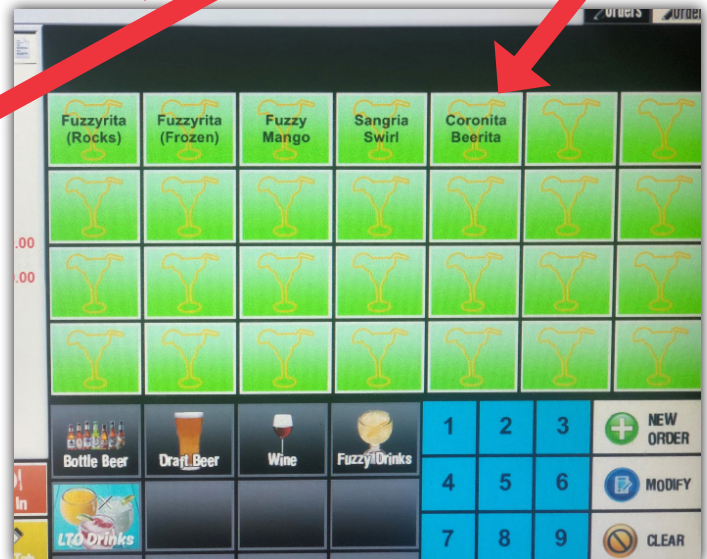
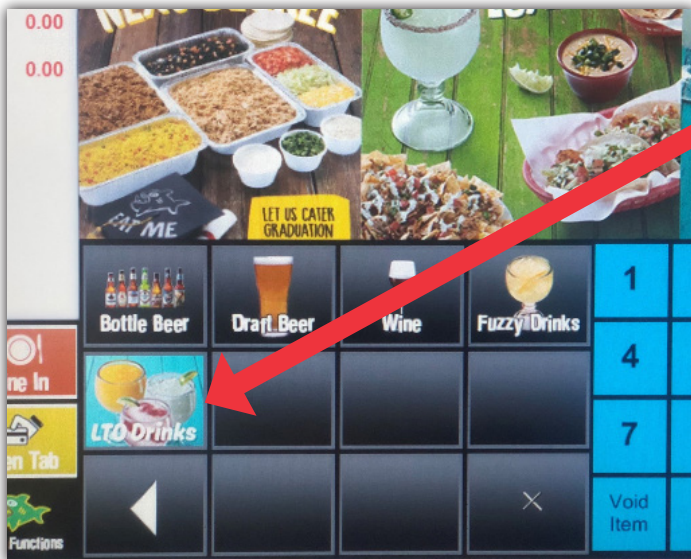
# CASHIER TRAINING

## POS BUTTONS



**CHIP DIPPIN' TRIO**

**LTO MARGARITAS AND FROZEN DRINKS**





# BAR TRAINING

## LTO MARGARITAS AND FROZEN DRINKS

Rocks House FuzzyRita		Frozen House FuzzyRita		Fuzzy Mango	
Full Batch = 3.68 gal = 471.2 oz		Full Batch = 4.68 gal = 599.2 oz		Full Batch = 3.66 gal = 468.5 oz	
2 1/2 gal	Water	3 1/2 gal	Water	3 gal	Sunny Delight Mango
1 bag	Lasco Lime Cocktail Mix	1 bag	Lasco Lime Cocktail Mix	2 L	Pinnacle Whipped Vodka
1/2 cup	Finest Call Lime	1/2 cup	Finest Call Lime	1/2 L	Monin Mango Puree
1/2 cup	Finest Call Lemon	1/2 cup	Finest Call Lemon		
1 cup	Agave Nectar	1 cup	Agave Nectar		
3 L	El Toro Silver Tequila	3 L	El Toro Silver Tequila		
1 L	DeKuyper Triple Sec	1 L	DeKuyper Triple Sec		
*substitute with a similar quality silver tequila if El Toro is unavailable		*substitute with a similar quality silver tequila if El Toro is unavailable		*substitute with a similar quality Whipped or Vanilla vodka if Pinnacle is unavailable	

### BATCH RECIPE PROCEDURES

#### Procedure:

1. Pour all ingredients into 5 gallon cambro.
2. Using a whisk, thoroughly mix.
3. Cover, label, date and refrigerate both cambro and store n pour.

**Frozen:** Carefully pour contents of batch recipe mix from 5 gal cambro into frozen drink machine.

**Rocks:** Carefully pour contents of batch recipe into store n pour. Cover, label, date and

Sangria Swirl		Coronita Beerita	
Single Serve = 18 oz		Single Serve = 18 oz	
16 oz	Frozen House FuzzyRita	16 oz	Frozen House FuzzyRita
2 oz	Beso Del Sol Red Sangria	1 ea	7 oz Coronita
<b>Procedures:</b> <ol style="list-style-type: none"> <li>1. Pour Frozen House FuzzyRita into schooner.</li> <li>2. Pour sangria over top of FuzzyRita in a swirling motion completing 2 full circles.</li> <li>3. Using a spoon, swirl sangria through margarita in a zig zag pattern.</li> <li>4. Garnish with a lime and serve with a smile!</li> </ol>		<b>Procedures:</b> <ol style="list-style-type: none"> <li>1. Rim schooner with salt or sugar upon request.</li> <li>2. Pour Frozen House FuzzyRita into schooner.</li> <li>3. Quickly insert Coronita upside down into FuzzyRita.</li> <li>4. Garnish with a lime and serve with a smile!</li> </ol>	



# BAR TRAINING

## THE MARGARITA

The margarita is a popular Mexican and American tequila cocktail, dating back to the early 1900's and made popular during the Prohibition when people were crossing the border for booze. At Fuzzy's Taco Shop, margaritas are our #1 selling drink. We sell well over a million margaritas a year! Because of this, the ingredients in our House FuzzyRita have been upgraded in both quality and flavor. Whether your guest wants their FuzzyRita served frozen or on the rocks, we're prepared to do it all.

## FROZEN



### 1. RIM

Upon guest preference, rim schooner by first placing glass upside down into lime juice, making the edges nice and sticky. Then place glass upside down into salt (or sugar) pressing firmly to ensure even coating around all edges.



### 2. POUR

Pour the frozen FuzzyRita into schooner until full just below the rim.

\*Follow margarita machine instructions for opening and closing serving valve.



### 3. GARNISH

Upon guest preference, garnish FuzzyRita with a fresh lime wedge on rim of schooner.

\*Lime wedge size may vary by franchise location.



### 4. SERVE

Serve with a smile!



# BAR TRAINING

## ROCKS – OPTION #1; POUR



### 1. RIM

Upon guest preference, rim schooner by first placing glass upside down into lime juice, making the edges nice and sticky. Then place glass upside down into salt (or sugar) pressing firmly to ensure even coating around all edges.



### 2. ICE

Using a proper scoop, fill the schooner to the top with ice.



### 3. POUR

Pour batch house FuzzyRita from store n pour over fresh ice in schooner until full just below the rim.



### 4. GARNISH

Upon guest preference, garnish FuzzyRita with a fresh lime wedge on rim of schooner.

\*Lime wedge size may vary by franchise location.



### 5. SERVE

Serve with a smile!

## ROCKS – OPTION #2; SHAKE AND STRAIN

Follow Rocks Pour option procedures step #1, 2, 4 and 5. Replace step #3 with:

### 3. SHAKE AND STRAIN

Pour tequila, triple sec, and Rocks Pre Mix (non-alcohol) into shaking tin and add fresh ice. Cover shaking tin with top and shake vigorously for 10 seconds. Strain FuzzyRita over fresh ice in schooner until full just below the rim.



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# BAR TRAINING

## POURING A DRAFT BEER

Believe it or not, there is a right and wrong way to pour a draft beer! At Fuzzy's Taco Shop, we pour our draft beers into frozen schooners. The goal is to achieve  $\frac{3}{4}$  inch to 1 inch of foam - approximately a thumb's width - on every draft beer you pour. This foam, more commonly referred to as "head" or "collar," is not only visually inviting and presentable, but serves a critical role in protecting the aroma and flavor of the beer as well.

To achieve a thumb's width of foam:

1. Always use a clean schooner
2. Follow the T.O.S.S. method for pouring draft beer (tilt, open, straighten, serve)

## T.O.S.S.



### 1. TILT

Tilt the schooner at a 45 degree angle.

### 2. OPEN

Open - Always pull tap handle from bottom of the handle firmly and to complete open, not allowing the beer to trickle out.

### 3. STRAIGHTEN

Straighten - As the beer pours, slowly straighten the glass to upright, making sure not to allow the spigot to come in contact with the beer.

### 4. SERVE

Serve - Completely close the tap in one firm motion, not allowing foam to trickle out into the glass. Garnish with fresh fruit and serve



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# TRAINING MATERIALS

## Video:

This link to this training tool will be e-mailed to all stores as well as posted on Fuzzynet. The link can also be shared via text or e-mail to individual employees for viewing on smart devices.

**Click here to watch Chip Dippin' Trio Video**  
**Password = Fuzzyslto.**

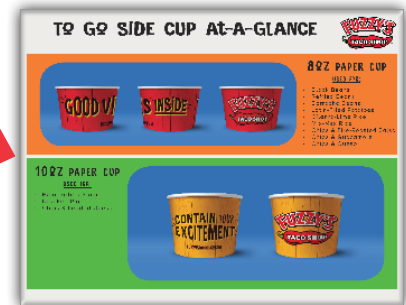
## LTO Margaritas and Frozen Drinks Recipe Cards:

This training tool will be e-mailed to all stores as a digital document. It is recommended to be printed in color and laminated at a local Office Depot. Post this tool at the bar, behind the cashier register or in location batch recipes are prepared. This document can also be printed and distributed to cashiers and bartenders as a study guide if desired.



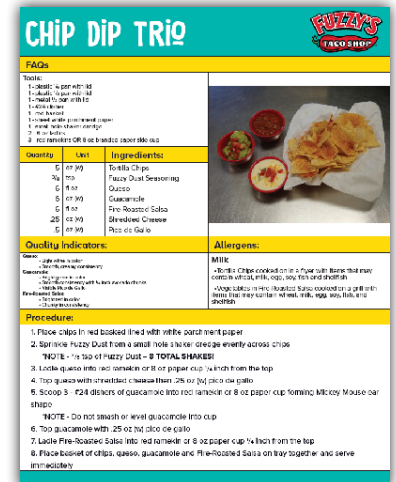
## To Go Side Cup Cheat Sheet:

This training tool will be e-mailed to all stores as a digital document. It is recommended to be printed in color and laminated at a local Office Depot. Post this tool in the kitchen in line of sight of all cooks and out of sight of all guests. This document can also be printed and distributed to cooks as a study guide if desired.



## Chip Dip Trio:

This training tool will be e-mailed to all stores as a digital document. It is recommended to be printed in color and laminated at a local Office Depot. Post this tool in the kitchen in line of sight of all cooks and out of sight of all guests. This document can also be printed and distributed to cooks as a study guide if desired. Recipe will be added to the DRB for additional reference.



## Quizzes:

It's time to test your knowledge. Individual quizzes for managers, FOH and BOH (as well as answer keys) will be e-mailed to all stores as digital documents. Distribute quizzes after each employee has attended a pre-shift and been informed of all new updates to determine knowledge and retention. After quizzes are passed, visually validate on the job application and continue to coach when necessary.

**Digital versions of ALL training tools can be found on Fuzzynet.**  
**Access through the "2019 Training Material" folder under the "Training" tab.**



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