

Costco Bakery Employee Training Manual



Prepared for
Costco Wholesale #684

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Introduction

Welcome to the Costco Wholesale #684 bakery. As an employee of a bakery, it is important that you fully understand how to properly operate and clean the equipment, while ensuring that the bakery remains a safe and sanitary work environment. This manual will introduce you to the different appliances you will use as an employee in the Costco Bakery, as well as provide you with the information required to properly operate and clean each machine. As a company built around satisfying its members and employees, Costco Wholesale would also like to ensure the safety of its members and employees. To do so, this manual will highlight important safety procedures that all employees must follow while working in the Costco Bakery.



Operating the Equipment



Chapter 1: Operating the Equipment

As an employee in a bakery, knowing all the different equipment and how to properly use them is one of the most important pieces of information you will need and use. Lack of knowledge concerning the use of equipment can lead to injuring yourself, fellow employees, or possibly members. This chapter will introduce you to the different appliances used on a daily basis in the Costco bakery and explain how to use them in order to prevent injury from occurring.

Operating the Mixer

1. Turn the power on
2. Make sure that the lever is in the “off” position prior to proceeding
3. Screw the mixing bowl to the mixer
4. Secure the paddle or the hook to the mixer
 - a. Use a mixing hook for bread dough
 - b. Use baking paddle for batter mixes
5. Close the safety guard
6. Raise the bowl
7. Turn the mixer on



Figure 1-The Mixer used in the Costco Bakery

Operating the Oven

1. Turn the oven on
2. Set the temperature
 - a. Refer to the bakery recipe book for the different temperatures of each product
3. Set the timer, according to the bake time indicated for the specific product
 - a. Refer to the bakery recipe book for specific time requirements of the products
4. Press the start button

Note: Set the steam when baking bagels



Figure 2-The Oven used in the Costco Bakery

Operating the Muffin Depositor

1. Disconnect the air valve
2. Spray grease on the piston heads
3. Secure pistons in place
4. Insert the product valve
5. Secure the product valve in place
6. Adjust the volume
7. Connect the air valve
8. Put the pan holder in place
9. Add the muffin pan to the pan holder
10. Turn the machine on

Operating the Wrapping Machine

1. Turn the power on
2. Set the temperature to 355°F
3. Set the shrink tunnel speed, depending on product being wrapped
4. Set the conveyer in place
5. Insert product to be wrapped
6. Begin wrapping products



Figure 3- Muffin Depositor machine used in the Costco Bakery



Figure 4- Wrapping Machine used in Costco Bakery

Safety in the Bakery



Chapter 2: Safety in the Bakery

As an employee of the Costco bakery, your safety is a top priority. Costco does everything possible to provide you with a hazard free environment to work in, and needs cooperation on your part to achieve this goal, because most bakery accidents occur due to the personal mistakes of employees. In this chapter you will learn how to do your part in ensuring your own safety as well as the safety of your fellow employees.

General Safety in the Bakery

To ensure the safety of all employees, regardless of their position in the bakery, follow the procedures listed below in order to minimize the chances of an accident occurring.

- Prior to servicing or cleaning, disconnect all equipment by unplugging them or locking them out, depending on the appliance.
- To prevent slipping, keep the bakery floors clean at all times and as dry as possible. To keep the bakery as clean as possible, clean as you go. Sweep and mop floors as needed.

Note: Use “caution wet floor” signs after mopping.

- Use disposable plastic, nitrile, or vinyl gloves at all times.
 - Wash hands before putting gloves on or taking off gloves.
 - Replace gloves as often as necessary

Proper uniform to be worn for safety and sanitation purposes

- Wear commercially approved “Non-Slip” footwear at all times
- Anyone who enters the bakery must wear a hair net and beard net that cover all hair at all times.
- When working in the bakery, remove all jewelry, for sanitation reasons
- Wear a clean white Costco hat, wash it at least once a week
- Clean white apron, wear a new apron daily
- Short-sleeved shirt, with sleeves above the elbows



Figure 5- Unplug equipment prior to cleaning

Safety when using mixers

Although it may seem foolish to consider a mixer as a potential hazard, follow the procedures outlined in this section to prevent injury. To ensure your own safety when operating or cleaning a mixer, follow these procedures at all times.

- Keep hands out of the mixing bowl when the mixer blade is in the bowl.
 - Plastic scrapers are to be used to scrape the sides of the bowl when needed
- Prior to using a hand-held item, such as a paddle, to remove the content from the mixing bowl, make sure that the blade of the mixer has come to a complete stop
- Ensure that the Safety Guard is always in place prior to turning the machine on
- Unplug the mixer before cleaning it
- Avoid wearing loose clothing , loose clothing increases the possibility of the clothing getting caught in the moving parts of the machine
- Make sure you tighten bowl lugs prior to operating the machine



Figure 6- Mixer Safeguard used for safety

Safety When Using the Oven

Costco ovens are constantly in use and it is easy to get careless when operating them. Such behavior leads to accidents such as minor to sever burns. To prevent such incidents from occurring, and ensuring your own safety when operating and/or cleaning the oven in the bakery, it is important that you the perform the procedures outlined in this section at all times.



Figure 7- Baker using hot pads to remove bread from hot oven

- Always release heat and steam prior to opening the oven door by pulling the handle on the oven that allows the steam to go up, to prevent burns.
- Oven rack is to come to a complete stop before opening the door
- Always use hot pads to remove or handle racks and pans from the oven
- Open the oven door slowly, releasing heat and steam completely, and prevent steam blast and potential facial burns.
- Wear protective gloves and goggles when cleaning the oven and glass doors, both inside and out

Safety When Using the Muffin Depositor

The Costco Bakery must train all bakery employees with the manufactures instructions on how to use the muffin depositor and require them to complete a muffin depositor test prior to operating the machine. All employees are responsible for following the learned instructions at all times while operating the machine, ensuring their own safety. In addition to the manufacture instructions, follow the following procedures at all times.

- Always use safety guarding on the machine
- Keep fingers away from the machine ports
- Keep fingers away from muffin depositor hopper ports

Safety When Using the Wrapping Machine

The Wrapping Machine is dangerous if used incorrectly because it involves sharp and hot parts. To avoid injury when operating this piece of equipment, follow the procedures outlined below.

- Keep hands away from the sealing arm of the machine at all times
- Keep hands out of shrink tunnel at all times



Position Responsibilities and Daily Work Flow



Chapter 3: Position Responsibilities and Daily Work Flow

This chapter provides you with the guidelines and responsibilities of each position in the bakery. Along with the description of each position, this chapter outlines the daily work flow of the bakery so that you have an idea of how things are done in the Costco Bakery. The purpose of following this order of production is to maintain a constant flow of product going into the ovens. If many racks of product are ready for baking at the same time, quality suffers, due to limited oven space.

Wrapper/Merchandiser

Opening Wrapper/Merchandiser

As an opening wrapper/ merchandiser employees begin their tasks at 8:30AM.

These employees assume the responsibility of the following tasks:

- Review racks for rotation.
- Re-merchandise the bakery area and prepare it for the products coming out later in the day.
- As soon as prepared products become room temperature, wrappers begin wrapping the product.

Closing Wrapper/Merchandiser

Closing wrapper/merchandisers are responsible for completing the following tasks prior to the end of their shift:

- Conclude all wrapping.
- Help pan frozen items.
- Half an hour before closing, wrapper/merchandiser should begin pulling and recording Damage & Destruction (D&D)
- Count packaged product and record the numbers on Baker's production sheet.
- Re-organize product display



Figure 8- Bakery employee kneading dough

Baker Position Duties

Opening Baker

- Responsible of proof box and oven flow.
- Reviewing production sheet.
- Pulling items from cooler, counting, and recording on the production sheet.
- Mix the batter of products that are made that day.
- Fill in drop list needs for the following day.



Figure 9-Bakery Production Bench employees preparing products

Afternoon Baker

- Counts products to determine production needs.
- Take over ovens and proof box when, Opening Baker leaves.
- Continue order of mixing production.
- Complete drop list for the next day's ingredient needs.
- Mix icings and fillings for the cake decorator.

Bakery Stocker

Bakery Stocker functions as a position of multiple tasks and responsibilities, varying day to day in order to provide total support to the baker, decorators, and wrappers as needed. Prior to assisting other employees, Bakery Stockers are responsible for:

- Checking the production schedule and pulling 1st bake products for the day.
- Putting stock away.
- Rotating all dated product.

Production Bench Baker

This position includes a wide range of responsibilities varying daily based on which baked goods are being made that day. The basic responsibilities given to employees of this position are as follows.

- Begin baking bread 1 hour prior to the opening of the building.
- Check proof box and oven for availability, before panning frozen product.

- Begin setting up the cooler for the following day.
- Scaling batter as they are completed by the Mixer.

Cake Decorator

The position of Cake Decorator has the following responsibilities:

- Sort cake orders from cake stand.
- Produce any last minute cake orders for the day.
- Label cakes and place them in display cases.
- Decorate cakes by flavor and design.
- Prepare back-up cakes (Monday thru Thursday).



Figure 10-Cake Decorator preparing a cake

Summary of Daily Work Flow

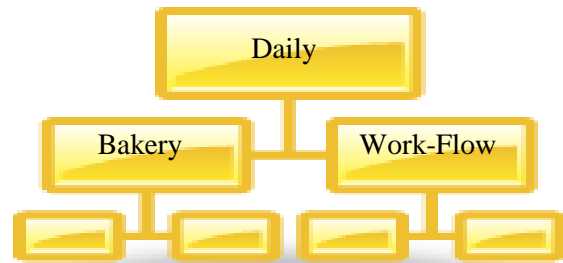
Beginning half an hour before closing, the evening before...

1. The Closing Wrapper (Merchandiser) pulls and records the D&D, reviewing date rotation while re-organizing displays, then counts the packaged products and records the numbers on the “Baker’s Production Sheet”

Morning, the next day...

1. Opening Baker (mixer) begins with the count information already recorded from the previous evening.
2. Bakery Stocker handles the bakery drop list and warehouse supply purchasing. After checking the production schedule, the Bakery Stocker pulls the 1st bake needs of the day
3. Production Bench Baker begins panning the 1st bake needs right away
4. Bakery Stocker then assists the Opening Wrapper or other bakers where extra help is needed
5. The Opening Baker will take responsibility for the oven and proof box until the Afternoon Baker/Mixer arrives and can take their position

6. The Production Bench Baker monitors the oven rack situation to ensure a constant flow of product. Products should flow in a similar manner each morning



Cleaning the Bakery Equipment



Chapter 4: Cleaning the Bakery Equipment

Cleaning Mixer

Bakery employees should do the following in order to clean the Mixer:

1. Unplug mixer prior to cleaning
2. Wash mixer accessory holder.
3. Wash all mixer accessories (whisks, paddles, spatula, etc.)
4. Carefully remove scraper blade and wash in four or three-compartment sink.
5. Hang washed mixer accessories on paddle holder.
6. Wash bowls and wheel dollies.
7. Wash mixer safety cages.
8. Hand wash mixer with pot and pan detergent using a wet cloth and paying special attention to the mixer arm, back splash, and splash guard.
9. Rinse and sanitize the mixer with provided sanitizer.
10. Hand wash walls behind the mixer with pot and pan detergent, rinse, and sanitize, using a damp cloth.



Cleaning the Oven

1. Open the oven doors.
2. Press the “Vent” button on the oven to cool.
3. After ovens have cooled completely, turn blowers off.
4. Sweep oven floor.
5. Wipe down exterior of the oven with sanitizer using a clean damp cloth.
6. Mop the oven ramp with chlorinated cleaner, scrub, repeat, and follow with a rinse.



Cleaning Muffin Depositor

1. Slow the main air cylinder speed by turning down the speed control valve
2. Adjust the pan guides so they are as wide apart as possible
3. Turn the lock out valve in order to get the depositor in the rest position
4. Disconnect the air supply
5. Scrape out any excess batter, using 12” plastic scraper.

Cleaning Between Batches

Clean hopper between the batches of different batter flavors.

1. Pour 4 gallons of cold water into hopper.
2. Clean the hopper walls with a dedicated scrub brush.
3. Connect air supply and turn on air lockout valve.
4. Adjust the piston stop position for approximately 10 ounces, exposing water to the length of the product cylinder.
5. Cycle the machine slowly, allowing water to come into contact with the food path for at least 1 minute, or until the water comes out completely clear.
6. Discard the used water.
7. Reset the depositor to the desired deposit volume and speed.

Cleaning at the End of Muffin Production

Always clean hopper as soon as production is complete.

1. Pour 2 gallons of warm water to into top of the hopper.
2. Scrub sides of the hopper, using hopper cleaning brush. Avoid using hot water because it can make disassembly difficult by causing the acetyl product valve and pistons to swell.
3. Connect air supply and then turn on air lock out valve
4. Adjust the piston stop position to the heaviest position and cycle was water through it.
5. Shut off air lock out valve. Disconnect the air supply, and release air pressure.
6. Fill hopper with clean warm water, connect air supply, and turn on air lock out valve
7. Cycle the clean water through
8. Shut off air lock out valve, disconnect the air supply, and release air pressure

Cleaning the Wrapping Machine

1. Turn the wrapping machine off
2. Let sealing arm and shrink tunnel cool completely
3. Wipe the machine with a damp cloth



Figure 11- Wrapping machine

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