

THE GOOD GRINGO STAFF MANUAL & OPERATIONAL STANDARDS HANDBOOK

Welcome to Gringolandia 🥳🔥

The Good Gringo
Stockholm, Sweden

Staff Operations Handbook

Team Standards • Guest Experience • Operational Excellence

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BURRITO BUSINESS & TEAM STANDARDS***1. Clocking In, Calling Out & Being Late******Time is Burrito Money******Be On Time***

You're amazing—but amazing doesn't excuse lateness.

Everyone is expected to arrive:

- On time
- In uniform
- Ready to work
- Focused and prepared

That means:

- Uniform on
- Hands washed
- Phone away
- Ready to roll

Do NOT clock in while:

- Tying your apron
- Finishing your coffee
- Chatting with friends
- Mentally preparing for life

If you are not ready to work, you are not ready to clock in.

Running Late?

We get it.

Alarms fail.

Buses betray.

Life happens.

But communication matters.

If you're running late, notify:

- The person you are scheduled with
- Team Leaders
- Kenny
- Amanda

How?

- Call
- Text
- Voice message
- Carrier pigeon if necessary

Just make contact.

Feeling Sick?

We love you.

We do not love your germs.

If you're sick:

- Let management know as early as possible
- Especially if you are opening
- Ideally the night before if possible

Last-minute surprises make operations much harder.

2. Requesting Time Off

Good Burritos Require Good Planning

So does time off.

Notice Requirements

Need 2-5 days off?

Minimum **10 days notice**

Need more than 5 days?

Minimum **3 weeks notice**

No disappearing acts.

We're building a restaurant team—not a magic show.

How To Request Time Off

All requests must be approved by:

- Kenny
- Amanda

Approved channels:

- WhatsApp staff group
- Email

Verbal approvals do NOT count.

If it's not in writing, it doesn't exist.

4. Cell Phone Policy

We're Not Phone Haters. We're Pro-Focus.

During busy service:

Phones are not for personal use.

That means:

- No scrolling
- No texting
- No checking "just one thing"
- No social media

Unless it's work related:

Put it away.

Exceptions

If:

- You are opening alone
- You are closing alone

You may keep your phone available so management can contact you.

Urgent personal situations?

Communicate before your shift.

Slow Time ≠ Scroll Time

Slow periods are for:

- Cleaning
- Restocking
- Prep
- Organizing
- Supporting teammates

Not:

Instagram.

TikTok.

Fantasy football.

Memes.

5. Checklist = Burrito Bible

We Don't Wing It. We Checklist It.

Each Good Gringo location has digital operational checklists.

These are mandatory.

Why It Matters

The checklist ensures:

- Consistency
- Readiness
- Food safety
- Accountability
- Operational efficiency

Even experienced staff use the checklist.

Especially experienced staff.

Checklist Rules

- Use every shift
- Complete every task
- Complete tasks in order
- Report unclear steps
- Report broken systems
- Ask questions if unsure

No checklist = chaos.

6. Opening & Service Standards

Ready Means READY

Being open on time is not optional.

The restaurant must be fully ready for service.

Not:

“Almost ready”

Not:

“Still prepping”

Not:

“Just five more minutes”

Ready means READY.

Opening Success Formula

- Arrive on time
 - Follow checklist
 - Communicate
 - Work efficiently
 - Support teammates
-

If Opening Standards Are Missed

Repeated failures may lead to:

- Coaching
 - Retraining
 - Formal corrective action
-

SERVICE STANDARDS

This is the show.

This is where guests decide if we're worth coming back for.

During service:

- Move with urgency
 - Maintain accuracy
 - Keep stations clean
 - Communicate clearly
 - Stay engaged
-

Service Expectations

- Start food quickly
- Maintain portion control
- Roll clean burritos
- Stay organized
- Thank every guest

Formula:

Speed + Quality + Energy = The Good Gringo Standard

7. Closing Standards

We Prep Today For Tomorrow

Closing is not:
“Just cleaning”

Closing is:
Preparing tomorrow’s success.

Closing Responsibilities

- Clean stations
 - Sanitize surfaces
 - Empty trash
 - Sweep
 - Mop
 - Restock
 - Organize fridges
 - Complete prep schedule
 - Reset restaurant
-

If Closing Standards Are Missed

Failures may result in:

- Coaching
- Retraining
- Formal corrective action

No burrito left behind.

8. Scheelegatan Afternoon Prep Standards

Scheelegatan is unique.

The afternoon handoff matters.

Afternoon Reset Expectations

Dining room:

- Wipe tables
- Reset seating
- Refill water

Kitchen:

- Start rice
- Prepare mac station
- Refill line
- Restock proteins
- Restock sauces
- Refill packaging

The PM shift should inherit readiness—not chaos.

9. Video & Photo Verification

Trust But Verify

We trust our teams.

We also verify standards.

Required media helps management ensure:

- Cleanliness
 - Readiness
 - Compliance
 - Operational consistency
-

Required Media

Depending on location:

- Kitchen walkthrough
- Dining room walkthrough
- Bathroom walkthrough
- Prep areas
- Dish area
- Refrigerator organization

Submit to management WhatsApp group.

Why This Matters

Because assumptions don't clean restaurants.

Photos do.

10. Filling Out Order Sheets

If We Don't Count, We Can't Cook

Every location must:

- Count stock
 - Compare against par
 - Identify shortages
 - Complete order sheet accurately
 - Submit on time
-

What To Include

- Ingredients
- Packaging
- Supplies
- Cleaning items

Bad ordering creates bad shifts.

11. Attitude & Positivity — The Good Gringo Vibe

Energy Matters

Your attitude affects:

- Teammates
- Guests
- Shift performance
- Culture

Good Energy Looks Like

- Helping teammates
- Staying calm
- Being kind
- Solving problems
- Bringing effort

What Doesn't Fly

- Complaining constantly
- Drama
- Eye rolls
- Sarcasm
- Negative energy
- Acting miserable in front of guests

The Standard

We hire for skills.
We keep people for attitude.

12. Mental Health, Wellbeing & Personal Challenges

We're Human First

Life happens.
Stress happens.
Personal struggles happen.

Communication Matters

If you're struggling:
Talk to management.
You do not need to explain everything.
But communication helps us support you.

Responsibility Still Matters

If you are working:
Standards still apply.
That includes:

- Punctuality
- Professionalism
- Focus
- Communication
- Productivity

Support and accountability can coexist.

13. Staff Test — Know Your Burrito Business

Questions include:

- When can you clock in?
- What happens if you are late?
- What if you are sick?
- What are phone rules?
- How should checklists be used?
- What happens during slow time?
- What are service expectations?
- What matters most in attitude?

Passing score:

Certified Gringo

APPENDIX A: COMMUNICATION WITH MANAGEMENT & TEAM LEADERS

Good Communication = Smooth Burritos

At The Good Gringo, communication matters.

A lot.

Managers and Team Leaders are juggling approximately **847 things at once** during a shift.

Things like:

- Guests
- Prep shortages
- Staff issues
- Equipment problems
- Delivery timing
- Burned beans
- Preventing complete burrito chaos

So when management or a Team Leader gives you an instruction, we promise:

It's not just for fun.

How Communication Works Here

If management or a Team Leader gives you a direction:

Follow it to the best of your ability.

If you do not understand how to do something:

ASK.

Seriously.

That's what leadership is there for.

Questions we love:

- “Can you show me?”

- “What’s the right way?”
- “Can you explain that again?”

Questions we don’t love:
Silently doing it wrong for three hours.

Correction ≠ Personal Attack

If management or a Team Leader is correcting something:

There is a reason.

Maybe:

- Food safety
- Speed of service
- Consistency
- Cleanliness
- Because we’d prefer not to burn the beans again

Being corrected is coaching.

Not punishment.

About Explanations

Sometimes when being corrected, people immediately explain why they did something.

We understand the instinct.

But unless someone specifically asks:

“Why did you do that?”

What we actually need is:

- Listen
- Understand
- Adjust

Long explanations during a rush help absolutely nobody.

There’s a time for discussion.

And there’s a time to fix the burrito situation.

The Good Gringo Standard

Be coachable.

Ask questions.

Listen well.

Adjust quickly.

Don’t take feedback personally.

We’re all trying to accomplish the same thing:

Great food.

Smooth shifts.

Minimal chaos.

APPENDIX B: DIGITAL CHECKLIST STANDARDS

The Checklist Is Not Optional. Ever.

Let’s be clear.

Using the digital checklist is:

MANDATORY

Not optional.

Not:

- “If I remember”
- “I already know what to do”
- “I’ve worked here forever”

Skipping the checklist is like:

Driving 100 kilometers an hour blindfolded.

Technically possible.

Probably not ending well.

Why The Checklist Exists

The checklist ensures:

- Consistency
- Food safety
- Opening readiness
- Closing readiness
- Accountability
- Operational flow

Even experienced staff use the checklist.

Especially experienced staff.

Confidence is great.

The checklist is better.

How To Use It

Complete the checklist:

IN ORDER

The order exists for a reason.

We didn’t randomly throw tasks into an app while eating burritos.

The sequence helps:

- Prioritize correctly
 - Prevent bottlenecks
 - Build efficient shifts
 - Avoid missing critical tasks
-

Questions? Ask.

If you don’t know how to complete something:

ASK.

We would rather spend 60 seconds showing you the correct way than 30 minutes fixing avoidable mistakes.

Questions are welcome.

Guessing is not.

What NOT To Do

Do NOT:

- Check off incomplete tasks
- Skip sections

- Jump around randomly
- Ignore the checklist
- Pretend something is done when it isn't

Zero Tolerance

We have zero tolerance and very little patience for people who intentionally refuse to use the checklist properly.

Because checklist failures create:

- Late openings
- Missed prep
- Dirty restaurants
- Service problems
- Angry hungry customers

And those are terrifying.

The Standard

Use the checklist.

Use it properly.

Use it every shift.

No checklist = no bueno.

APPENDIX C: CUSTOMER SERVICE STANDARDS

Welcome to Gringolandia

This is a big one.

At The Good Gringo, we separate ourselves through:

Ridiculously good customer service.

Good food gets guests in.

Great hospitality brings them back.

This standard is:

NON-NEGOTIABLE

If you cannot consistently deliver warm, engaging, energetic customer service—

This is probably not the right place for you.

No hard feelings.

But this standard will not change.

Every Guest Gets Greeted

Every guest who walks through the door must be acknowledged.

Not:

- Some guests
- Regulars only
- Guests who make eye contact first

Every guest.

Every time.

And let's be clear.

We are NOT talking about:

"hi..."

While staring at the burrito steamer like life has defeated you.

We mean:

- "HEY! Welcome in!"
- "How are you today?"
- "What's going on?"
- "How's work treating you?"

Bring life.

Bring energy.

Smile.

Guests chose us.

Act like you're happy about it.

Engagement Continues

Customer service does NOT stop at hello.

While building food:

Engage.

Examples:

- "You said carnitas, right?"
- "Take away today?"
- "Extra hot sauce? Respect."
- "Big lunch?"

It doesn't need to be a TED Talk.

A little interaction goes a long way.

In Gringolandia...

It doesn't matter:

- Where you're from
- How old you are
- Whether you're naturally quiet

When you step into The Good Gringo—

You are in Gringolandia.

And in Gringolandia:

- We love people
- We interact
- We bring energy
- We create good vibes
- We make guests feel welcome

If that's not your thing—

This ain't your place.

What We DON'T Do

We do NOT:

- Ignore guests
- Look annoyed
- Build food in total silence
- Speak in one-word robot responses

-
- Make guests feel awkward for existing
-

The Standard

Smile.

Speak.

Engage.

Bring energy.

We can teach burritos.

We cannot teach caring.

APPENDIX D: CLEANING & ORGANIZATION STANDARDS

Clean Means ACTUALLY Clean

Let's talk cleaning.

Not fake cleaning.

Not:

"I wiped the counter."

That's not deep cleaning.

That's a starting point.

Move Stuff

If something is on the floor:

- Shelf
- Bin
- Equipment
- Mystery object

MOVE IT.

Clean underneath.

Put it back.

Cleaning around something is not cleaning.

That's aggressively ignoring dirt.

Fridges

Cleaning a fridge means:

- Remove products
- Wipe inside
- Clean shelves
- Clean corners
- Remove spills

Not:

Wiping the door and calling it a day.

Burrito Steamers

Food gets stuck around burrito steamers constantly.

Clean:

- Around them
- Under accessible areas

- Food buildup

No fossilized rice museums.

Shelves

Wall shelves count.

Take items off.

Wipe shelves.

Clean under products.

Put everything back neatly.

Walls Count Too

Yes.

Walls.

Sauce splashes.

Fingerprints.

Mystery marks.

Guests see them.

Clean them.

Details Matter

Clean:

- Electrical sockets
- Light switches
- Handles
- Corners
- Touch points

If hands touch it—

It probably needs cleaning.

Slow Time = Cleaning Time

If business is slow:

Congratulations.

Time to clean.

NOT:

- Instagram
 - TikTok
 - Standing dramatically with a rag
 - Wandering aimlessly
-

Fridge Organization

Vacuum-packed products must be:

- Flattened
- Stacked neatly
- Organized by type

No fridge avalanches.

Everything Has A Home

Fridge labels exist.

Use them.

Put items back where they belong.

This is not abstract art.

Standard

Clean deeply.

Organize properly.

Move things.

Put them back.

If your cleaning plan depends on nobody noticing—

We will notice.

APPENDIX E: SWING SHIFT STANDARDS

Don't Leave a Disaster for the Closer

Let's talk swing shifts.

If you are scheduled to leave in the middle of a shift and you are not the closer—

Congratulations.

You are working a **swing shift**.

And with that comes responsibility.

Just because your schedule says your shift ends at a certain time does NOT mean you disappear the second the clock hits that time while the restaurant looks like a natural disaster.

That is not how teamwork works.

Your Responsibility

If you are leaving mid-shift, your job is to leave the restaurant in a condition that helps the closer succeed.

That means:

- Clean your station
- Restock key products
- Refill what needs refilling
- Organize the line
- Support handoff to the next shift

Your shift does not end with:

"Well... good luck with all that."

Sometimes You Stay Longer

If the restaurant is not properly:

- Clean
- Organized
- Restocked
- Set up

...you may need to stay an extra **15-20 minutes** to finish what should have been done.

Especially at:

Scheelegatan

Because leaving the closer with an avalanche of work while you casually head home is not teamwork.

It is:

Burrito betrayal.

Other Restaurants Being Closed Means Nothing

Important:

Just because the other three restaurants are closed for dinner does NOT mean you leave the lunch closer at your location completely screwed over.

If someone is staying behind to:

- Continue service
- Clean
- Prep
- Close

Your job is to help set them up.

Not abandon ship.

Evening Restocking

Before leaving:

Restock for the next shift.

Examples:

- Rice
- Beans
- Proteins
- Sauces
- Tortillas
- Packaging
- Drinks
- Prep items
- Cleaning supplies

If you do not know what needs restocking:

ASK.

We would rather answer questions than discover at service time that half the essentials are missing.

Standard

Leave things better than you found them.

Support the closer.

No burrito betrayal.

APPENDIX F: PREP STANDARDS

Prep Today So Tomorrow Doesn't Suck

Let's clear something up.

At The Good Gringo:

Same-day prep as a normal operating system does NOT exist.

That is not how we operate.

Every location has prep schedules for a reason.

We prep ahead.

So when the next team arrives, the goal is simple:

Mix. Stock. Go.

That is efficient.

That is the system.

Proper Prep Looks Like This

Incoming staff should find:

- Tomatoes already diced
- Cilantro already chopped
- Jalapeños already prepped
- Avocados ready
- Sauces prepared
- Products organized
- Stock levels ready

The goal is NOT daily survival mode.

Exceptions Happen

Did you have an unusually busy shift?

Did you blow through more product than expected?

That happens.

No problem.

Operations are not always predictable.

That is understandable.

What Should NOT Be Happening

What should absolutely NOT happen:

Staff arriving and immediately:

- Dicing tomatoes for service
- Chopping cilantro for service
- Mashing avocados because nothing was prepped
- Scrambling to make basic ingredients

That means the prep system failed.

And when prep fails:

- Stress goes up
 - Speed goes down
 - Service suffers
 - Everyone gets annoyed
-

Work Smarter

Prep schedules exist to make everyone's life easier.

Ignoring them and creating work for the next team is basically inventing extra problems for free.

Which is a weird hobby.

Standard

Prep ahead.

Follow prep schedules.

Set the next shift up to succeed.
Same-day prep should be the exception.
Not the business model.

APPENDIX G: TEAM LEADERS

Your Coaches, Not Your Enemies

At The Good Gringo, our goal is to have a Team Leader scheduled with you whenever possible.
Why?
Because restaurants move fast.
Things go wrong.
People forget things.
Beans get burned.
And someone needs to keep the ship floating.
That's where Team Leaders come in.

What Team Leaders Are For

If you:

- Don't know how to do something
- Need help
- Need clarification
- Aren't sure what comes next
- Need support during service

Go to your Team Leader.

That is literally part of their job.

Team Leaders Are Human

Important reminder:

Team Leaders are not perfect.

They will make mistakes.

Just like you will.

This is a restaurant.

Not NASA.

But even when mistakes happen, their responsibility is to:

- Support the team
 - Keep operations moving
 - Maintain standards
 - Prevent complete burrito chaos
-

Coaching Is Their Job

Team Leaders are expected to:

- Coach
- Correct mistakes
- Push standards
- Help staff improve
- Maintain service flow
- Hold people accountable

If a Team Leader is correcting you—
They are doing their job.

Be Coachable

Please:

- Accept feedback
- Accept criticism
- Stay open to learning
- Improve

Nobody gets better by assuming they already know everything.
The strongest staff are the most coachable.

Accountability

Team Leaders are expected to step in when:

- Standards slip
- Cleaning is missed
- Prep is ignored
- Service is weak
- Checklists are ignored

That is leadership.
Not personal drama.

Standard

Respect your Team Leaders.
Ask questions.
Accept coaching.
Improve constantly.
Strong leadership makes everyone's life easier.

APPENDIX H: ACCOUNTABILITY & CORRECTIVE ACTION

Mistakes Happen. Repeating Them Forever Does Not.

Let's be honest.
Across all Good Gringo locations, we serve hundreds of dishes every day.
That means hundreds of chances to:

- Impress guests
- Deliver amazing food
- Create great service
- Build loyalty

Or...
Hundreds of chances to completely mess it up.
No pressure.

Mistakes Are Expected

We expect mistakes.
That's how people learn.
Examples:

- Burn the beans
- Miss a checklist task
- Mess up an order
- Need coaching on service

That's being human.

Repeating Mistakes Is Different

Making the SAME mistake over and over after:

- Coaching
- Feedback
- Support
- Training

...is different.

At some point:

It stops being a mistake.

And becomes a choice.

Accountability Exists Because Standards Matter

Our goal is not punishment.

Our goal is:

- Coaching
 - Development
 - Better performance
 - Operational consistency
 - Team success
 - Great guest experiences
-

Corrective Action Process

Depending on severity, frequency, and circumstances:

Step 1: Coaching / Verbal Reminder

Conversation about issue and expectations.

Step 2: Formal Verbal Warning + Documentation

Issue becomes formally documented.

Step 3: Written Warning + Performance Improvement Plan

Clear written expectations and improvement support.

Step 4: Further Formal Action

Including possible separation from employment, consistent with:

- Swedish employment law
 - Applicable agreements
 - Company procedures
-

Serious Issues

Some issues may escalate faster.

Examples:

- Food safety violations
 - Harassment
-

- Theft
- Dishonesty
- Serious misconduct
- Refusal to follow instructions

Standard

Learn from mistakes.

Take feedback seriously.

Improve quickly.

Because one mistake makes you human.

Making the same mistake twelve times makes you memorable for all the wrong reasons.

END OF THE GOOD GRINGO STAFF MANUAL & OPERATIONAL STANDARDS HANDBOOK

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