

Innovation in On-Mountain F&B Service



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Mountain Dining

The complexities & opportunities for ski areas



- Operational efficiencies on-mountain
- Getting right product mix & station areas
- Service of alcohol on-mountain
- Moving product up mountain and waste down





Operational **efficiencies** on-mountain...



- What do our guests want?
- Data driven decisions
- Resources & Equipment
- Pricing and availability
- Adapting guides to fit your lodge
- Logistics

Institutional knowledge

Guest feedback

Employee feedback

Industry trends

Internal tracking & sales data

Supplier | Distributor insight

Point of Sale Data

What culinary equipment is available

Efficiency of production

Power & fuel availability



Getting to the right **product mix** and **station set ups...**



The helpful tools & resources that make training fast & efficient.



- Simplification
- Standardizing process's
- Cross Train
- Cross Utilize
- Interdepartmental Collaboration

The "WHY" of station setups, guides and programming



ASSEMBLE CHEESEBURGER/VEGGIE BURGER

Close With Top of Toasted Bun

2 ea. Long Pickle Slices (or 4 ea. Coins)

2 ea. Red Onion Rings

2 ea. Slices Tomato

1 ea. Green Leaf Lettuce

1 ea. Slice American Cheese

1 ea. Seasoned Beef Patty or Plant Based Patty – See Guide

Start With Bottom of Toasted Bun

Wash hands and put on clean gloves

BEEF BURGER PROCEDURE



How to Cook the Beef Patties

Flat Top Grill (Gas & Electric)

Follow the Zone Cooking Method (see reference)

1. Turn on flat top and pre-heat for 30 minutes to 400-425F
2. Lay patties on grill going from top to bottom, and left to right, with approx. 3 patties per row.
3. **CHANGE GLOVES AFTER TOUCHING RAW MEAT!** Cook 3 ½ minutes, flip, season with two shakes Lawry's seasoned salt, cook additional 3 - 4 minutes until internal temp is 155°F.
4. Flip, season with one shake Lawry's seasoned salt on first side.
5. Top with 1 slice of cheese, cook 1 minute or until cheese is melted.
6. Serve hot from the flattop, 6-7 min total cook time.

Open Flame Charbroiler

1. Season grill with pan spray, grill temp should be 500-600F
2. Lay frozen pucks on grill in even pattern, Cook 4 minutes and don't touch the patties beforehand!
3. Flip, season with two shakes Lawry's seasoned salt on second side.
4. Cook an additional 3 - 4 minutes until internal temp is 155°F.
5. Flip, season with one shake Lawry's seasoned salt on original side.
6. Top with 1 slice of cheese, cook 1 minute or until cheese is melted.
7. Serve hot from the flattop, 6-7 min total cook time.

9/29/2022

10.6.2022

6

Simplify process and increase consistency

GRILLING PROCEDURES



BURGER GUIDELINES

Zone Cooking

- Zone cooking is the movement from one zone to the other where each zone is one specific action. Burgers should move from zone to zone, finishing in Zone 3 (the production zone) where burgers are finished when cheese and/or pulled.
- When moving from zone 1 to zone 2, start a new group of burgers in zone 1 to start the process over, scraping between batches.

Grill Prep

- Turn all necessary zones on flat top or grill to 400°F 30 minutes prior to cooking product.
- Ensure proper utensils, scrapers, shakers, and sanitizer buckets are in place.

Volume Decisions

- Designate zones 1, 2, 3 on flat top depending on production needs. (see Image 1)

Grilling Patties

Starting with Zone 1:

- Place frozen patties top to bottom, approx. 3 per row.
- Cook 3 ½-4 minutes.

Flip into Zone 2:

- Flip, season with two shakes Lawry's on second side.
- Cook an additional 3 - 4 minutes, or until internal temp is 155°F.

Finish with Zone 3:

- Flip, season with one shake Lawry's.
- Top with 1 slice cheese. Cook 1 minute, or until cheese is melted. Serve hot from the flat top or see Batch Cooking below.

Batch Cooking – Proper Holding Procedure

****Only to be used for high volume at peak service times**

- Cook burgers as stated above but DO NOT add cheese.
- Line a hotel pan with the cooked patties by shingling them in a single layer (approximately 40 patties per pan).
- Cover with foil and place in a CVAP machine or warmer set at 155°F with the moisture setting on high.
- Do not add any Jus, this tends to have the opposite effect of helping the meat retain moisture. There is enough fat and natural juices to keep the patties moist.

Image 1



Image 2



Team storming: 10 Minute Breakout

What approaches and perspectives are we able to share with each other?

What do you want to STOP doing?

What do you want to Continue doing?

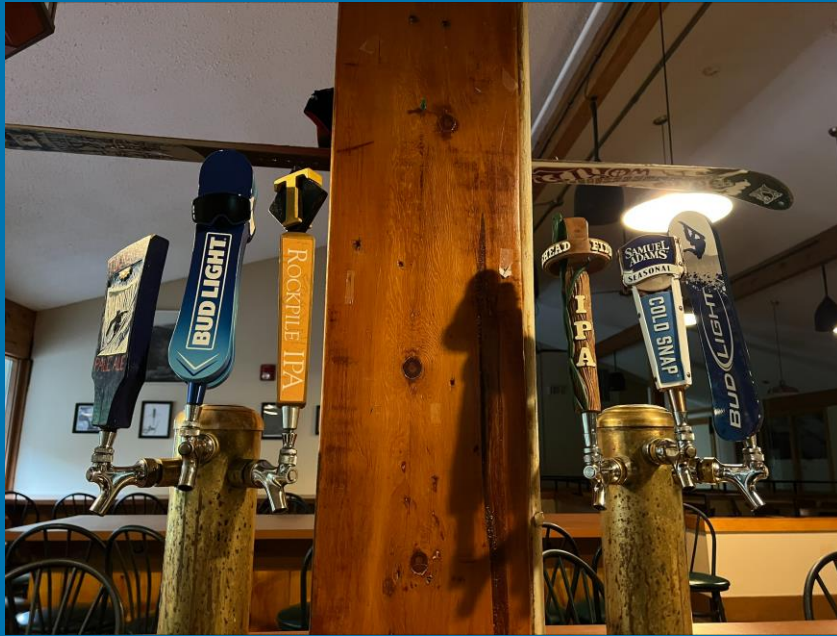
What do you want to START doing?



Keeping guests happy and SAFE while **serving alcohol** on-mountain...



Lunch Après Activations



Lessons Learned

- Product Mix
- New Hampshire Laws and Compliance
- Total Education in Alcohol Management
- Resort Policies and Guidelines
- Best Practices



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What do you want to STOP doing?

What do you want to Continue doing?

What do you want to START doing?



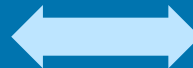
Moving product **up mountain**, and getting waste **down mountain** ...



Communication



Execution



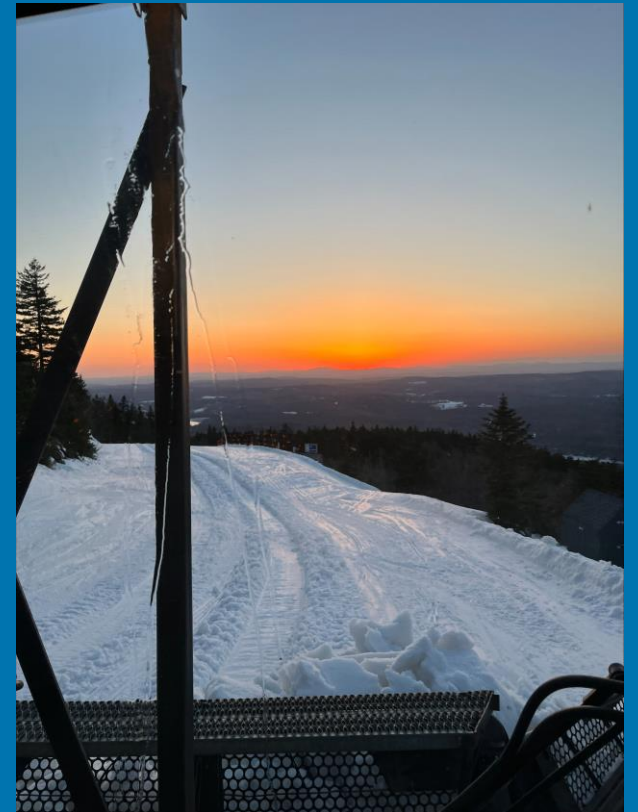
Logistics

Moving Product **up** Mountain



Lesson's Learned

- Organizing delivery of the product
- When and how much to order
- Ascent/Descent communication
- Staffing needs
- Properly packing the wagon



Getting Waste **Down Mountain**



- Train and educate
- Collection points
- Proactive communication
- Monitor and re-evaluate



THANK YOU
SKI  **NH**
NEW HAMPSHIRE



Menu Guides

Menu & Station Equipment Purchasing - Standards & Ingredients Sanitation Standards & Maintenance - Safety

MENU & STATION EQUIPMENT

STATION EQUIPMENT LIST

- Flat top, Grill, Impinger, Oven/Rationale
- Fryers
- Roll Top Cooler or similar cooling unit
- Steam well or CVAP

Service Standards

- All baskets come with 5oz of French fries.
- Squeeze bottles or sandwich spreader can be used for applying sauces to burgers.
- For smoother service during busy periods, ensure all prep work is done in advance (slicing tomatoes, heating sauced meats, crisping bacon).
- Clean the flat top & grill as you go, scraping in between batches.
- Depending on resort DC, use either 2 pickle planks or 4 round coins.
- Best practice to heat meats & components ahead of time will depend on location equipment.



SANITATION & MAINTENANCE

QUALITY ASSURANCE MEAT TEMPS & PREPERATION

- ⚠️ Cook all MEATS & POTENTIALLY HAZARDOUS FOODS to at least the minimum safe INTERNAL temperatures:

Chicken	165°F
Ground Beef	155°F
Potatoes	165°F

- ⚠️ Wash your hands frequently and wear single-use gloves when handling washed produce.
- ⚠️ All potentially hazardous foods that are hot must be held hot on the service line greater than 140°F.
- ⚠️ All potentially hazardous foods that are cold must be kept cold at 40°F or colder.



STATION MAINTENANCE

- Sanitation buckets should be changed every two hours.
- Maintain an adequate supply of food on the station. Remove any food spillage, replace dropped utensils, and refill supplies of plates or take-out containers.
- Take time to clean grill and flat tops throughout service.
- Season grill daily by placing small amount of fryer oil on paper towel & cover grill with thin layer of oil.
- Frequently change utensils during service period with clean replacement utensils.
- Clean as you go to avoid heavy cleaning at the end of the day.
- Keep trash cans, plastic wrap and boxes of gloves out of guest view.



4

STATION BEST PRACTICES

SAFETY

- ⚠️ Always wash hands before putting on gloves and change gloves in between tasks.
- Temp burgers to 155F and sanitize probe in between patties.
- Always use a **dry** towel or oven mitt when **HOT** handling sheet pans.
- Always use a cut glove when opening cases. Never use a knife, **ONLY** a safety bag cutter.
- Always use a cut glove when cutting produce or using a mandolin.
- Always be checking steam table to ensure it doesn't run out of water.
- Always change gloves and wash hands after handling raw meat.

FOOD QUALITY

- FIFO – "First In First Out" with all food items including burger patties, buns, and fresh produce. Rotate as directed by the manager.
- Don't cook too much product, use the Avero prep calculator to adjust for busy times of the day to avoid food waste.
- Hot food hot, cold food cold. *Especially keeping the fries hot.* Shelf life is 15 minutes.

STATION MAINTENANCE

- Rotate sanitation bucket with fresh solution per guidelines.
- Wipe down counters continually to keep space clean.
- Change utensils as needed if product is starting to dry out.

9/29/2022

10.6.2022

5

BAGGED PROTEIN HEATING & COOLING

For Heating & Cooling Bagged Proteins

IMPORTANT

- Proteins (brisket, braised beef, smoked pork shoulder, and pork carnitas) should only be reheated from the previous day ONE time, discard remaining soup if not consumed after reheating for the day.
- Start the day with the previous days leftovers and deplete those first. Do not combine reheated & fresh product.
- Reheated soup includes opened bags & un-opened, warmed back up bags.
 - Leverage historic sales to heat appropriate amount for the day.
- Keep back ups warm in the same pan using for serving to allow for a quick change during service.

Heating to 165°F.

Place frozen bags of proteins in steam kettle or steamer for 30 minutes until product reaches internal temperature of 165F.

Carefully remove bags from steam kettle or steamer using tongs or dry towels.

Drain & season meat if necessary, according to specific recipe.

Transfer to hotel pan of service and hold **hot** on the line.



STAGE 1

Cooling to 70°F.

Choose one of the following options to rapidly and safely cool your soup.

- Ice water bath
 - An ice water bath is effective for cooling soups. This method helps decrease the food temperature quickly and safely.
 - Fill a large container or clean sink with ice and a small amount of water.
 - Place the kettle of soup into the ice bath.
 - Stir the soup to release heat and aid cooling.

Shallow pans

The smaller the portions, the quicker the cool down.

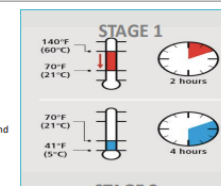
- Divide the large batches into small containers, no deeper than 3 inches.
- Stir occasionally to aid cooling.

Cooling paddles

These are more commonly used in a commercial kitchen.

- The paddle is filled with water and placed in the freezer.
- Stir the soup, in the kettle with the frozen chill paddle.

9/29/2022



STAGE 2

Cooling your soup to 40°F.

Place the container of soup in the refrigerator on the top shelf. Leave uncovered until cooled to 40°F.

10.7.2022

27

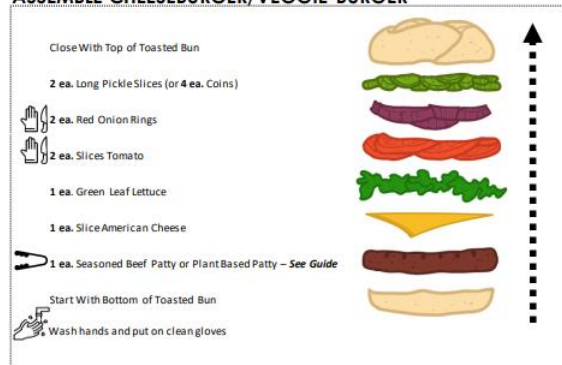
9/29/2022

10.6.2022

Menu Guides



ASSEMBLE CHEESEBURGER/VEGGIE BURGER



Station Tips Procedures Recipes

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BEEF BURGER PROCEDURE



How to Cook the Beef Patties

Convection/Rationale Oven

1. Pre-heat oven to 450F on high fan
2. Place frozen burger patties on sheet pan evenly distributed, 18 per tray (3x6).
3. **CHANGE GLOVES AFTER HANDLING RAW MEAT** Season with two shakes of Lowry's seasoned salt and cook for 7 minutes.
3. **USE DRY OVEN MITTS TO PREVENT BURNING HANDS** Flip burgers, season with one shake of Lowry's seasoned salt and top with cheese, put sheet pan back in oven for 1 minute.
3. **USE DRY OVEN MITTS TO PREVENT BURNING HANDS**
4. Store cooked burgers in hot box or CVAP for service

9/29/2022

10.6.2022

6

FRYER PROCEDURE & TIPS



FRYER PROCEDURE – Fries & Tater Tots

- Turn to 350°F 30 minutes prior to cooking.
- Check pilots prior to lighting.
- Drop 1 bag of product per 2 baskets at a time, cook 3 minutes OR until golden browned and crispy.
- Pull up basket, drain briefly, and place in stainless mixing bowl.
- Season right away with Lawry's seasoned salt and toss to evenly coat.
- Place into fry heating station and set timer for 10 minutes, or portion & serve.
- If timer goes off, waste remaining product.
- Half baskets more often is the key to freshness and quality.
- Skim oil after every run.

DO NOT OVERLOAD THE FRYER!

This will negatively impact the quality of the finished product.



FRYER TIPS

DO:

- Allow 30 seconds for fryer recovery before dropping in another basket.
- At end of each shift, properly clean fryers to preserve oil quality.
- Cook product from frozen. This reduces oil absorption.

DON'T:

- Don't deep fry at temperatures over 350°F.
- Don't season food over the deep-frying oil. Season in bowl as instructed. Salt in particular breaks down the oil and reduces usable life.
- Don't ever add water to oil. Drain or blot foods before placing them directly into the fryer to prevent splatter.

10/29/2022

10.7.2022

10

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- Do not add any jus, this tends to have the opposite effect of helping the meat retain moisture. There is enough fat and natural juices to keep the patties moist.



Grilling Layout

Image 2



9/29/2022

Allergens

ALLERGENS

IMPORTANT

- Allergens listed are based off the primary product specs provided by each manufacturer.
 - If your product was subbed, you need to review the individual item's nutrition label for any allergen differences.
 - For key/critical items, allergens should be the same but it is important to review regardless
 - Know your allergens and want an updated allergen page? Submit a request through comment box and we will reach out to gather information with you.
- Allergens Explained
 - YES – the manufacturer lists this allergen as present
 - NO – the manufacturer lists this allergen as NOT present
 - AT RISK – the menu item contains an ingredient identified by the manufacturer as processed in a facility where allergens may have been processed.
- To ensure accurate allergen status, it is critical to not cross-utilize or cross-contaminate serving utensils across more than one ingredient.
- Be aware of the allergens in your station menu items so you can speak to them if a guest asks.
- CST Recommends – Printing and laminating each station's allergen chart. Post station charts in an easy-to-find location at each station serving area. Print, laminate & keep backup copies in a single location for quick replacement if needed.

ALLERGENS								
Apex Grill								
DOES THE MENU ITEM CONTAIN AN ALLERGEN?								
MENU ITEM	Eggs	Milk	Peanuts	Soy	Tree Nuts	Fish or Shellfish	Wheat	Gluten
Hamburger	YES	YES	NO	NO	NO	NO	YES	YES
Cheeseburger	YES	YES	NO	YES	NO	NO	YES	YES
Plant-Based Burger	YES	YES	NO	YES	NO	NO	YES	YES
Beef & Bean Chili	NO	YES*	NO	NO	NO	NO	YES*	YES*
Mac 'n Cheese	YES	YES	NO	YES	NO	NO	YES	YES
Loaded Mac 'n Cheese with Chili	YES	YES	NO	YES	NO	NO	YES	YES
Bratwurst with Sauerkraut	NO	NO	NO	YES	NO	NO	YES	YES
Hot Dog	NO	NO	NO	YES	NO	NO	YES	YES
Chili Cheese Dog	NO	YES*	NO	YES	NO	NO	YES	YES

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Milk in cheese and/or sour cream, which can be omitted

Wheat & gluten from crackers and/or bread served on the side, which can be omitted

NH Department of Health and Human Services

Allergen awareness signage:

Before Placing
your order,
please inform
your server if a
person in your
party has a food
allergy.

Total Education in Alcohol Management (TEAM)

<https://www.nh.gov/liquor/enforcement/education/team/index.htm>

Total Education in Alcohol Management program was developed to assist liquor and their employees better understand NH Alcohol, Beverage and Tobacco Laws and apply concepts of responsible sales and service of age restricted products. Topics include how to determine questionable age, ways of detecting false/ altered ID's, recognizing signs of intoxication, intervention techniques, and reducing risk of civil liability. (New Hampshire Liquor Commission Division of Enforcement, 2023)

Management Training Seminar (M.T.S.)

<https://www.nh.gov/liquor/enforcement/education/mts/index.htm>

This program is for management and includes State Laws and Administrative Rules, licensing requirements, responsible alcohol sales, criminal and civil liability and management practices intended to reduce underage drinking and over service of alcohol. (New Hampshire Liquor Commission Division of Enforcement, 2023)

Resources and Links

Food Safety

https://www.dhhs.nh.gov/forms-documents-0?document_category=Food%20Protection

Certified Food Protection Manager Certification Information and Class Link

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/fp-cfpm-faqs.pdf>
<https://www.hrfoodsafety.com/>

Employee Health Form 1-B

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/fp-employee-health-sample.pdf>

New Hampshire Division of Fire Safety

<https://www.nh.gov/safety/divisions/firesafety/library.html>

Permit of Assembly Checklist

<https://www.nh.gov/safety/divisions/firesafety/documents/POA-SELF-INSPECTION-CHECKLIST.pdf>

Crowd Manager Training

<https://crowdmanagers.com/>

Crowd manager training is required by all national fire code standards in public assemblies such as night clubs, auditoriums, ballrooms and arenas. One crowd manager is required for every 250 people. Crowd managers are trained under NFPA or IFC requirements. Duties include keeping the aisles clear, ensuring max occupancy is upheld, and making sure that all entrances and exits are always clear and unobstructed. (Fire Marshal Support Services, 2015)

Resources and Links

New Hampshire Liquor Commission Authorization for Service to Another Area

<https://www.nh.gov/liquor/enforcement/licensing/service-another-area.htm>

If you would like to request permission to have service in another area of your establishment or in an outside area of your premise you will need to submit the following documents:

1. Letter from licensee requesting service to another area, if the area is only going to be for certain dates, those dates and times need to be indicated in letter. Also indicate where the other area is, IE: outside deck, etc.

2. Diagram of area being requested.

3. Permit of assembly from fire department showing seating for area being requested.

4. Letter from city/town stating they have no objections to service in that area.

Send the above paperwork to:

New Hampshire State Liquor Commission

50 Storrs Street

Concord NH 03301

(603) 271-3758 (fax)

Once received an investigator will be sent to your establishment to inspect the area. Once viewed, your request will be included on the next Commission Agenda for approval. (New Hampshire Liquor Commission Division of Enforcement, 2023)

References

- Fire Marshal Support Services, L. (2015). *Crowd Manager Training*. Retrieved from Fire Marshal Support Services, LLC: <https://crowdmanagers.com/>
- Goverment, N. H. (n.d.). Retrieved from <https://www.nh.gov/liquor/enforcement/education/team/index.htm>
- New Hampshire Department of Safety Division of Fire Safety (State Fire Marshal)*. (2023, May 24). Retrieved from an official New Hampshire government website: <https://www.nh.gov/safety/divisions/firesafety/library.html>
- New Hampshire Liquor Commision Division of Enforcement*. (2023, May 24). Retrieved from an offical New Hampshire government websire: <https://www.nh.gov/liquor/enforcement/education/team/index.htm>