



SUPPER

TRAINER MANUAL

your recipe to success

Hi!

Welcome aboard, SUPPER trainers

Whether you're a new team member or seeking a refresher, this training manual is your essential companion on the journey to mastering every aspect of the SUPPER operation. From start to finish, we guide you through the training, providing valuable insights, points of attention, and tips to ensure your confidence in the operation.

“Together, we uphold high standards to create memorable experiences for your guests”.

Explore even more on our platform for in-depth information and SOPs. Simply scan the QR code to access exclusive content.



Let's have SUCCES together,

Tessa Groentjes
Succes Manager



HOW TO CONTACT SUPPER?

Questions? support@supperservices.com

Quick and dirty? WhatsApp: 020-2117181 SCAN:

My microwave.... Create a ticket: www.supperservices.com/my-account



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WHAT IS SUPPER?

SUPPER is a food system that solves the staff shortage and eliminates food waste. With SUPPER every employee can serve a tasty and healthy meal at any time of the day.

This all-encompassing food system is for organizations that are looking for a consistent range of hot meals. With a simple system, highly quality meals, and a wide and varied assortment, we offer a 24/7 food concept. A concept with which your team can be even more hospitable. At any time of the day.

Shock frozen

A team of experts is continuously researching and applying the latest trends and developments in the field of *food* and *technology*.

The **SUPPER** dishes are portion packed and shock frozen. This is a technique which cools down the food extremely quickly in an environment of minus 40 °C. This process ensures a lengthier storage and preserves the cellular structure of the food for a high-quality experience.

PRE-PROGRAMMED

The dishes are regenerated from the freezer directly. This allows us to eliminate food waste.

The reheating is done with pre-programmed microwaves.

And that we apply the most optimal and efficient way of heating the dishes and operating the **SUPPER** system.

SUPPER is an *all-encompassing food system*.

What does that mean?

The dishes: always quality, always in stock, no food waste

The hardware: pre-programmed hardware for perfect preparation

The system: a simple and standardized system that can be operated by anyone at any time.

It's thorough but simple. And all the information you need is available *at the touch of a button*, on the online platform.

CHECKLIST FOR THE SUPPER-OPERATION

1. THE TEAM & TRAINING

- Ensure that **all team members** (FO, F&B, Managers, housekeeping, security etc.) are informed and ready for their roles.

2. THE KITCHEN: SETUP YOUR SUPPER-STATION

- Filled Freezer
- Large Waste Bin
- 1x GN 1/6 Container (15cm high) with Clean Spoons + Sharp Knife
- 1x GN 1/6 Container (15cm high) Half-filled with Water for Dirty Spoons
- 1x GN 1/6 Container (15cm high) with Soapy Water and a Cloth for Workbench
- Cleaning (refresh water if necessary)
- Core Thermometer and Disinfectant Wipes (disinfect thermometer after each use)
- (Deep) Plates
- Plate Warmer: Set to 65 °C degrees and fill with deep plates
- Cutting Board and (Chef's) Knife

Prepare for your shift:

- Prepare the ambient and fresh toppings
- Label the toppings and provide them with day stickers or date stickers with the preparation date on them, so that it is clear to everyone how long they can be kept.
- Preferably prepare the toppings daily fresh (max. 3 days shelf life)
- Store ambient toppings outside the refrigerator in airtight containers, in small portions. Provide each container with a date sticker with the date on which you stored the product. Dry toppings stored outside the refrigerator do not have an infinite shelf life; keep the best-before date on the packaging.

As SUPPER chef, you take care of the finishing touch.

Without the toppings, the dish is not FINISHED!

The toppings should always be fresh and crispy; in look, feel and flavor. When in doubt, throw them away or consult your supervisor.

Cut, wash, prepare and store the toppings carefully.

Do you see finely chopped toppings on our dishes, consider doing the same. Take your time, effort makes the change!

ENJOY YOUR WELL-PREPARED SHIFT!

THE SUPPER DISHES

From Mediterranean to Asian, from vegetable to braised beef. At SUPPER, we stand for "good" food and quality, and we uphold specific minimum quality standards:

1. Meat and Fish:

All meat is 1* Better Life (BLK) or similar.

Fish is always MSC or ASC certified.

2. Salt Content:

Maximum 1% salt (except for a single Asian dish).

3. Vegetables:

At least 30% vegetables in every dish.

4. Additives:

No unnecessary additions; clean label.

5. Fresh Ingredients:

We prioritize the use of fresh ingredients, which are prepared and "flash" frozen afterward.

6. Portion Size:

All (main) dishes are between 450- 500 grams per portion.

About the Dish:

Each dish comprises two components – typically, a starch component (pasta, rice, noodles, etc.) and a protein component (chicken, meat, fish, meat substitutes, or vegetables), often complemented by a matching sauce. This approach is driven by several quality reasons:

1. Flavor Separation:

- Flavors remain separated, enhancing the overall taste experience.

2. Correct Heating:

- Each component can be heated correctly for optimal enjoyment.

3. Presentation:

- This method allows for a well-dressed and visually appealing presentation on the plate.

Always quality, always stock, no food waste

Every dish is meticulously developed by a team of chefs and food developers. **After preparation** in a professional environment, the dishes undergo shock freezing at -45°C. This process ensures:

- Preservation of taste and structure.
- Preservation of vitamins and minerals.
- A shelf life of 12 months

This approach guarantees that you, as a chef, can always serve quality dishes, maintain sufficient stock, and minimize food waste.

THE SUPPER OVEN

Heating Programs

For heating dishes and snacks, we utilize pre-programmed microwaves. Each (type of) component has its own program, ensuring precise preparation. The microwave programs guarantee even and careful heating from -18°C to serving temperature. The programs are identified by a number, varying per type of microwave. Regardless of the program, each component is prepared to perfection within 5 minutes. Multiple components can be heated simultaneously using the program "2X", provided they share the same microwave program.

This differs per type of microwave.

Usage Guidelines:

- The **SUPPER** microwaves are designated exclusively for **SUPPER** dishes.
- Programs are specifically set for these components/products.
- **SUPPER** packaging is always closed to prevent food residues in the microwave.

Cleaning & Maintenance

Daily Cleaning:

Inside:

- Clean the inside of the door with the soft side of a sponge to avoid damaging the foil. Don't forget the edges.
- Clean the entire inside, including edges and corners.
- Ceiling/Top: Use the clips to remove the top. Wash it in the dishwasher.
- Dry the microwave thoroughly with (tork) paper and carefully reattach the top.

Outside:

- Clean the exterior with a mild kitchen cleaner. Pay attention to hand contact points, including inside the handle.

Important:

- ONLY use mild cleaning agents for the microwave.
- ONLY use the soft side of the sponge.
- NEVER use a steel sponge.

Damage or a program that is not working properly?

Contact support@supperservices.com

THE SYSTEM

With the **SUPPER** system, everyone can serve a delicious dish in a few simple steps.
An instruction card has been made for each dish that provides all the necessary information.

The SUPPER-instruction card.

What information can you find on the instruction card?

From top to bottom:

- Dish name
- Photo of the dish
- Components and microwave program
- Additional instruction 'Note'
- Toppings (excluded) and quantities

When serving the dish, you can always use the photo on the instruction card as a guideline.

Mix & Match:

In addition to the program for a single component, the instruction card also indicates '2X'.

Meaning two components (with the same microwave program) can be heated simultaneously using the number under 'X2'..

Note: On the microwave you can find the X2 & X3 function, DO NOT USE THESE (only with the panasonic microwave the X2 function can be used).

Serve

When the dish is going to be served, simply follow the order on the instruction card:

1. Component 1 'Rice' goes in the plate first
2. Component 2 'Tofu...' on top of that
3. Sprinkle 3/4 tablespoon spring onion over the dish - *don't forget to stir first*
4. Divide 3-5 leaves of mint leaves over the dish. - *take a look at the photo for reference.*
5. Finish with the cashews on top!



THE PREPARATION - STEP BY STEP

For each dish, follow these 6 steps:

1. When an order comes, take the meal(s) out of the freezer and remove the banderol.
2. Prick 1 hole in each component - 1 is sufficient.
3. Place each component in the middle of the microwave OR place two components with the same program side by side in the microwave. Ensure components do not touch the sides or door of the microwave.
Note: Only dishes with the same program can be heated simultaneously using the program under X2.
4. Start the right program as per the instruction card.
5. Take the dishes out of the microwave when the program is finished. Keep the seal on the components closed until the entire order is heated.
Note: Closed components keep the dish at temperature for at least 10 minutes.
6. Take a warm plate/plates for the entire order and start plating. Always follow the order on the instruction card and refer to the photo. Finish the dish with fresh and crunchy toppings.

Rules

- Rule #1** Use the microwave only for SUPPER meals
- Rule #2** Always work from freezer
- Rule #3** Follow the instruction card
- Rule #4** Stick to the step-by-step process
- Rule #5** Make sure you have a well-prepared and an organized workplace (checklist)
- Rule #6** Clean the microwave every day (inside and outside)

Important:

Always adhere to the order and quantities on the instruction card and refer to the photo for guidance.

TIME FOR FEEDBACK: TELL US WHAT YOU THINK?



Leave your review on [Google!](#)

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QUESTIONS: WHAT IF?

Even with a simple and standardized concept, (unexpected) situations can occur, which require a slightly different approach. We have already answered the most FAQs in bullet points.

What if: a large table orders SUPPER meals and we only have few microwaves?

- Make sure the microwave is running constantly: a component ready? Remove from the microwave and immediately insert one or 2 new component(s)
- Use the X2 button: pay attention! Only for components with the same microwave program.
- Use a boost program if necessary. Boost program (half or maximum power) is a short (30 or 60seconds) program in which the component is returned to serving temperature.
- Only start plating when the entire order has been regenerated. Components remain at temperature for 10-15 minutes, as long as the seal remains closed.
- Always use a preheated plate.
- When possible: Take the group's order prior to dinner and discuss a time slot

What if: my employee finds it difficult to manage different receipts?

- Most important advice: stay calm and keep an overview
- FIFO: first in, first out. Prepare the orders in the order they come in.
- Take multiple orders out of the freezer and place them on the workbench. This way you can stay at the microwave and keep a better overview, instead of walking back and forth to the freezer.
- Keep the microwave running. Component ready? Remove from the microwave and immediately insert a new one
- When the complete order is regenerated, it is served and served. You do this per order
- The more experience, the more convenient someone becomes

What if: all guests suddenly come in at the same time?

- Take groups of orders, preferably not all at the same time
- Communication to guest: tell them that it may take a little longer before the meal is ready, due to busyness
- Communication FOH – BOH: what happens on both sides, how is the crowd dealt with, how much time 'delay' is there, etc.
- Help each other: if possible extra support in the kitchen. NOTE: kitchen employee remains responsible for SUPPER station (microwaves, serving, toppings) and overview of orders. Support person can collect orders from freezer and serve orders to the guest.

What if: the dish is ready but can't be served yet?

- Closed packaging remains at serving temperature for 10-15 minutes
- Sealed components can be kept warm in a warming cabinet or rieber (max 80 degrees)
- Served meal, just like any other meal, remains serveable for a good time under heat lamp or bridge

What if: mistakes are made with the operation of the microwave (wrong program keyed in)?

- Each component has its own, specially developed microwave program, which is based on the content: ingredients and weight
- After the (wrong) program, you immediately notice that something has gone wrong, because the component will be too cold or burned / dried.
- Too cold: use a boost program to bring the meal to the right temperature NOTE: make sure the temperature is well controlled, it may be that several boosts are needed to bring the component to serving temperature in a controlled manner. (always check temperature)
- Burned/ dried: unfortunately the component must be registered as waste