

## BEST PRACTICES: MAKE-UP TABLE COLD HOLD



Health Departments in many markets have been focusing on “Cold Hold” produce handling, which is critical to earning the top-ranked inspections Whataburger expects.

Whataburger units must maintain all items in the make-up table condiment rail at or below 41 degrees to

minimize food-safety concerns. Tomatoes are the item that inspectors check most often to validate cold-hold temperatures.

Make sure your unit follows these instructions:

- Units without refrigerated condiment rails at the make-up table must place the pans in ice. The ice must surround the pans to the level of the product inside. Do not simply place the plans on top of ice.
- Units with a refrigerated condiment rail must place the pans in the refrigerated rail, even with the top. Check to ensure the temperature of the product is 41 degrees or lower.

## SING-ALONG SPIRIT AT UNIT 668 SPARKS SMILES

When it comes to the holidays, the team at Unit 668 is all about sharing the spirit of the season.

That’s why, as they hung tinsel and ornaments at the Burgers of Beaumont franchise unit on Nov. 25, the crew was proud to sing a few Whataburger-themed carols.

“We started joking around about the 12 Days of Christmas by throwing in Whataburger ingredients,” says GM Patricia Magrum, who was on duty with Managers Karen Yarbrough and Mercedes Egbert.

The result? A classic carol that left customers hungry for more: “On the 12th Day of Whataburger, my cashier gave to me: 12 number ones/ 11 cups of gravy/ 10 squirts of mayo/ 9 side salads/ 8 jalapenos/ 7 slices of cheese/ 6 Whatachick’ns/ 5 ONION RINGS/ 4 sugar cookies/ 3 slices of bacon/ 2 small shakes ... and a faster cook on the side.”

Customers loved it — and took the time to share their appreciation.

“This was a fantastic experience for me,” wrote a customer in a Nov. 26 Sertec that quoted the lyrics. “I went



into Whataburger and they were singing Christmas music already! I will return to this store again and again.”

The unit, located at 3215 Junction Highway in Ingram, Texas, is part of the Burgers of Beaumont franchise family (Jim Watts and Larry Woodman).

### Now You Know!

When the Maintenance Services Company technicians service or repair a refrigeration system, whether it be an air conditioner, a cooler, or an ice machine, they “reclaim” any refrigerant that must be taken out of the piece of equipment. This reclaimed refrigerant is re-used after the repair has been completed. Since MSC Techs make thousands of repairs on such systems each year, keeping this refrigerant from escaping into the atmosphere helps the environment in a big way.



## ...MORE WHATABURGER QUICK BITES

# PARTNER PROGRAM TO HELP NEW HIRES FEEL LIKE FAMILY — FASTER

Starting a new job is more than just figuring out the phone system and learning where the soda machines are.

It's about learning new faces, mastering new processes, and figuring out a company's unique culture.

Nowhere is that more true than at Whataburger, a company founded on a set of values and principles that make us unique in the industry.

That's why the Human Resources Team has developed the Family Partner Program, an innovative approach to helping new Home Office Family Members feel, well, ... at home.

The newest piece of Whataburger's comprehensive orientation program, the Whataburger Family Partner Program pairs new employees with select individuals with the experience to act as a resource.

These Family Partners, who were selected from all departments across the Home Office, are there to help the new Family Member navigate the organization, suc-

cessfully build connections with colleagues, assimilate into the "Orange" culture and become productive as quickly as possible. When a new hire has a question — be it about parking or policies — they have a contact who can help them find an answer.

The program launched with the orientation class of Dec. 5. For the next 90 days, the assigned Home Office Partners will check in with the Dec. 5 hires regularly — offering them support as part of Whataburger's commitment to "Provide a Creative, Supportive, and Fun Work Environment."

Want to lend a hand? Email [twilliams@wbhq.com](mailto:twilliams@wbhq.com).



## *Honoring a fan who lived by our Core Values*

Friends of Trinity University student Alex Reinis knew one thing for sure. If Reinis wanted fast food, he would only go to Whataburger. Which is why when the 20-year-old from Austin, Texas, passed away suddenly, his friends and family wanted to pay tribute to his memory by enjoying one of his favorite meals.

It was a special way for friends to remember Alex, whose dorm room at the San Antonio-based college had a hand-drawn Whataburger sign on the wall.

Whataburger donated the burgers in honor of Reinis, who had contracted a form of meningitis while studying abroad in England. He passed away Nov. 23, within hours of feeling ill.

Reinis wasn't just any Whataburger fan. The devout Christian regularly met homeless people in need of food and comfort, and took them to Whataburger for a hot meal.

After his Dec. 3 memorial, friends and family dug into fresh Whataburgers, carefully prepared by **Unit 910**, 6611 South Mopac Expressway in Austin.

"I will treasure the looks on the faces of the kids," wrote the friend who coordinated the donation for the family. "They saw the Whataburger bags lined up on the counter top and just said 'OH YEAH!!! WHATABURGER!!!!' The bags were gone in minutes."

