



Hot Soup Program Protocols and Procedures

Welcome Aboard!

This manual has been developed to help you successfully operate the Boston Chowda Co Soup Kettle Program.

Our ready-to-use "soup in a pouch" packaging provides an easy to execute program. With that being said, there are some procedures to follow to assure that you are serving the highest quality, safest product possible.

About Boston Chowda Co.

Boston Chowda Co. soups have been made in Lowell, MA since 1991. We make over 40 varieties of hand-crafted soups, chilis and chowders in small kettle batches, using fresh, high-quality ingredients and authentic, gourmet-level recipes. Our soups are served nationwide and have been praised in numerous national media outlets including the Today Show and The New York Times.

It all started with our famous Clam Chowda recipe, which has been served at Boston's Faneuil Hall for more than a quarter century.





Equipment and Supplies

Equipment For The Program

ALFA FW9003 Triple Food Warmer
which includes all the crocks, lids and ladles.



Ordering, Receiving & Handling

All soups will be delivered **frozen**. The products have a shelf life of 18 months from date of manufacture when kept frozen. The shelf life once thawed is up to 21 days unopened under refrigeration. Due to the extended refrigerated shelf life, it is recommended that the soups be refrigerated rather than frozen upon receipt. This will facilitate quicker heating times.





Heating and Holding

All Boston Chowda Co come packed 2/8 lb. heat-and-serve Cryovac pouches per case. It is recommended that all soups be fully thawed prior to heating. The soups may be thawed from frozen in a microwave if necessary, but heating times should be adjusted accordingly.

The Alfa Warmer used in this program is NSF rated as a cook/hold unit. This means that it is capable of heating product from 40° F to 140° F in a safe manner and time period. The unit should always be operated wet with approximate 2 inches of water in the basin.

There are two ways to heat product using the warmer:

Method One-Very Safe

Turn on the unit and place the temperature setting on high. Allow 15-20 minutes for the unit to come up to temp. Place the contents of the pouch in the preheated crock. Federal food codes mandate that all rethermalized foods be brought to an internal uniform temperature of 165° F. Periodically check the temperature of the product to establish that it has reached 165 ° F.

Once the proper temperature is attained, the soup is ready for the holding warmer. The soups should be held at a temperature between 150-160° F. At no time should soups be allowed to cool below the Federally mandated temperature of 140 ° F.

Holding soups at extreme temperatures for extended periods will result in product quality deterioration as well as the loss of volume (and thus profit!) through evaporation.

KEEP SOUPS COVERED!





Heating and Holding (Cont.)

Method 2 - Even Safer

Turn on the unit and place the temperature setting on high. Place approximately three cups of water in the crock. Allow 15-20 minutes for the unit to come up to temp. Place the pouch itself in the hot water within the crock. Federal Food codes mandate that all rethermalized foods be brought to an internal uniform temperature of 165° F. Periodically check the temperature of the product to establish when it has reached 165° F.

Establish this by placing pouch on a flat surface and folding pouch over the thermometer. Additional heating may be necessary to reach 165° F, depending on the soup. Once the proper temperature is attained the soup is ready for the holding warmer.

Empty the water from the crock. The soup should then be placed in the crock in a pre-heated warmer. This is accomplished by snipping a corner of the top of the pouch and pouring by lifting the bottom of the pouch. A clean towel or oven mitt may be used as pouch may be hot.

Holding

The soups should be held at a temperature between 150-160° F. At no time should soups be allowed to cool below the Federally mandated temperature of 140° F. Holding soups at extreme temperatures for extended periods will result in product quality deterioration as well as the loss of volume (and thus profit!) through evaporation. **KEEP SOUPS COVERED!**

A log should be established to record the temperature level of the soups throughout the day. This serves as a reminder to check temperature on a regular basis. Stir soups for uniform temperature prior to probing.

The correct temperature setting for the warmer should be established by trial and error. Establish this by preheating to maximum setting. Check fairly regularly at ½ hour intervals till the correct setting is obtained. The soups may be heated above 160° for short times, but will deteriorate in quality if left at extreme temperatures for long periods. Once the proper setting is obtained, that is your new hold temperature setting.





Cooling & Reheating of Soups

End of Day

Boston Chowda Co soups may be held over for use a second day if proper temperature protocols have been adhered to during the first day, and they are properly cooled at end of day. The key is to dissipate the heat to cool as rapidly as possible to a temperature below 40° F.

Once the selling of soup is done for the day, remove the crock and pour the contents into a clean, shallow hotel pan. Place the pan into an ice bath and place the bath in the refrigerator. Do not cover! Once product is chilled adequately, cover for the evening.

Reheating the soups back up to 165° F the following morning is accomplished easily with the warmer itself. Place the soups back in the crock and place the crock in the warmer and heat on high until uniform temperature exceeds 165 degrees. Once achieved, reduce the warmer temperature to your established holding temperature.

Merchandising

Boston Chowda Co. soups are premium quality soups. Sampling is an excellent method to introduce your customers to that quality. Seal the deal by offering a sample.

Upsell, Upsell, Upsell. Have your counter people inquire if the customer is interested in trying the soups. Once they've tried it, you can be sure that they will tell their friends. Cross merchandise with other items. What goes better with a soup than a nice sandwich, and vice versa?.

Place the crocks in a prominent place and keep the area neat and clean. You can be sure that as soon as the customer enters the department, they'll know something is up from the appealing aroma. A Clean, prominently displayed crock says wholesome quality food.





Contact Information

Help? Questions? Comments? Ideas? Suggestions?

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