



Serving Up Food Safety

PAR's iQuality™ Solution a Key Ingredient in Claim Jumper Restaurants' Recipes

For three decades, Claim Jumper Restaurants has built its reputation on the quality of its food. The California-based chain is known for the delicious array of steaks, seafood, rotisserie chicken, baby back pork ribs, pasta and burgers it serves—all prepared with the freshest ingredients and delivered in a fine dining atmosphere. So it should come as no surprise that keeping food both safe and delicious is a primary concern for this company.

In addition to the strict requirements and precautions it demands of the kitchen staff in all its restaurants, Claim Jumper automates its food safety



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monitoring program with the iQuality™ system from PAR.

According to estimates from the Centers for Disease Control, about 76 million cases of food-borne illness occur each year in the United States. An outbreak can cause irreparable damage to a brand, and because of this, restaurants can never be too careful when it comes to storing, preparing and serving food. Like many others, Claim Jumper Restaurants takes this threat very seriously. Unlike many others, Claim Jumper's dedication to improving and continually raising standards in every area of the restaurant drove the company to find a technological

solution to help maintain a kitchen with safe food-handling practices.

"As a leader in the food service industry, food safety and freshness is one of the most important aspects of our business and maintaining our reputation," said Ted Stathakis, vice president of technology for Claim Jumper. "The use of iQuality has allowed us to easily maintain HACCP regulations and improve the quality and quickness of our reporting process, because everything is electronic and readily available to operators."

iQuality enables Claim Jumper Restaurants to proactively support and provide enterprise control for its Hazard Analysis for Critical Control Point (HACCP) programs by offering ready access to checklists, enterprise updates and reports for site and corporate staff. The easy-to-use tool utilizes a combination of software, a temperature probe and a waterproof handheld device to automate food safety and inspection programs at each restaurant site, allowing chefs to focus on great taste and presentation rather than filling out forms.

When a walkthrough is due, the application notifies kitchen staff with flashing and audible alarms. Step-by-step checklists take employees through the correct procedures. Temperature data is automatically captured, reducing opportunities for error. If checkpoints are missed or unsafe conditions are detected, iQuality provides real-time feedback with recommended corrective actions.

Once a checklist is complete, the information is transmitted to an enterprise database, where it is available for government-mandated and organizational reporting. Updates to the application such as adding new items, checklists, and procedures are also made at the enterprise level and automatically synchronized with the handheld units at each site.

"The ability to manage the application and check reports from every Claim Jumper Restaurant over our WAN is invaluable," said Stathakis. "We are able to monitor every restaurant, which helps us improve food quality, maintain control of the brand and enhance the Claim Jumper Restaurant reputation around the country."

Observation	# Of Observations	# Of Violations	% Of Observations In Violation	% Of All Violations
Enter cook's reach-in air temp	24	3	12.5 %	11.5 %
Enter side reach-in air temperature	24	2	8.3 %	7.7 %
Check and record	17	1	5.9 %	7.7 %
Enter walk	24	1	4.2 %	3.8 %
Enter	24	1	4.2 %	3.8 %
Enter	24	1	4.2 %	3.8 %



Claim Jumper implemented iQuality over two years ago and more than 600 employees in the company's 44 sites use the system. To date, iQuality has enabled Claim Jumper Restaurants to capture critical food safety data consistently across the enterprise, streamline regulatory reporting with paperless procedures, and reinforce best practices when unsafe conditions are detected.

For a company that has always taken pride in offering great food and a comfortable gathering place to its guests, iQuality is simply the next step in providing the best quality experience for Claim Jumper Restaurant customers.

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