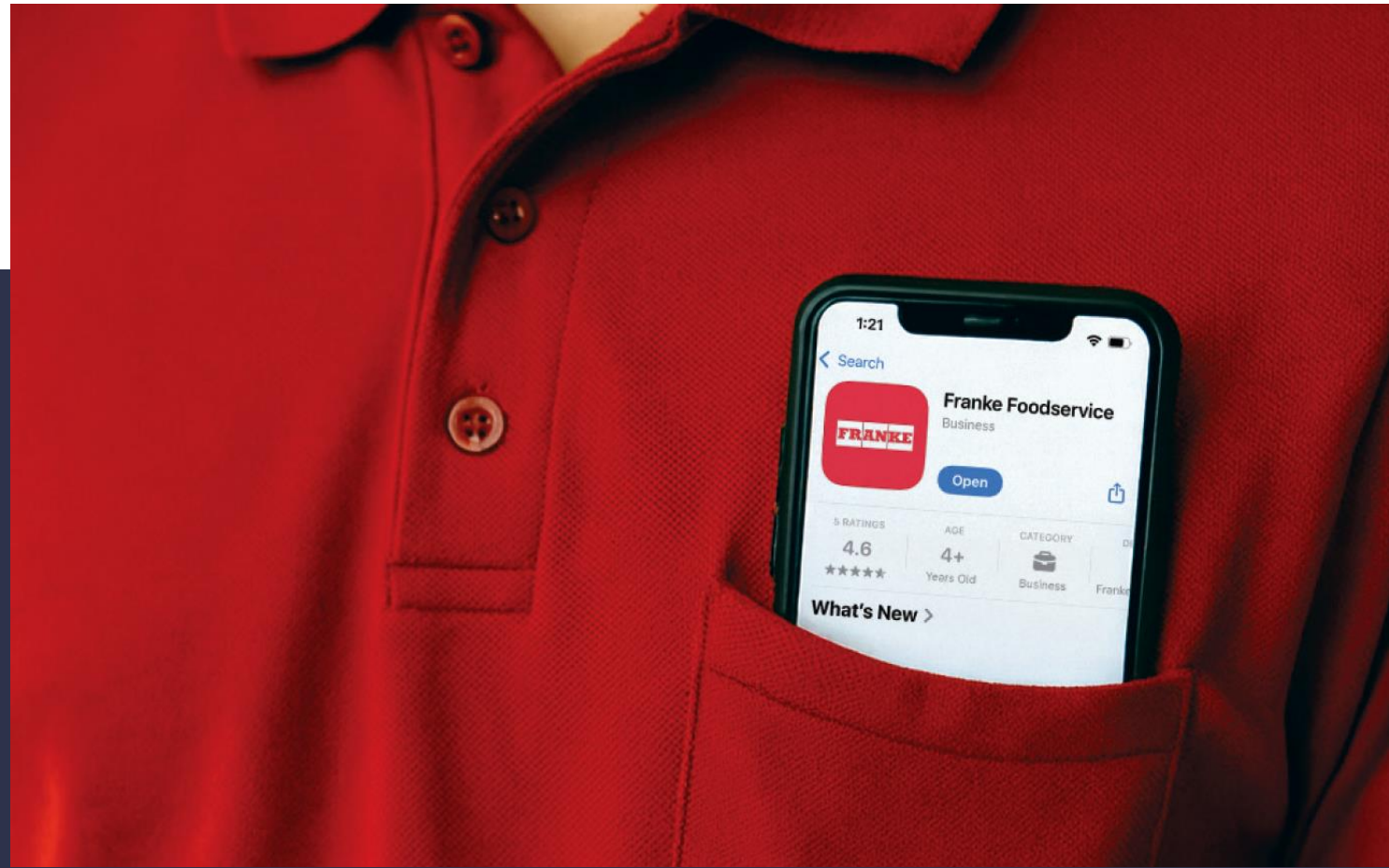# FRANKE PROBLEM SOLVER WIKI

Support that's always one tap away

FRANKE

Overview

What it is about

- Collection of multilingual, interactive problem-solving modules in responsive design (can be used on any device)
- Each module covers one kitchen equipment
- 25 MCD core kitchen equipments

Target group: Operator

- Shift leader and Restaurant Manager
- Maintenance staff
- possibly also restaurant employees

Added value: Money, time & resource savings

- Always up-to-date
- Usable on mobile devices
- Less equipment damage due to improper operation
- Less reactive service calls
- Tips & tricks that cannot be found in manuals
- Savings potentials of resources
- 10+ languages
- Improved kitchen productivity

Content of the individual Wiki modules

General information and safety

Equipment identification

First Aid

Error Codes

Cleaning

Maintenance

Change settings

Tips and Tricks

Checking product quality

- **General information and safety**: Equipment description, purpose of use, safety and warning instructions

- **Equipment identification**: Finding the type plate

- **First aid:** Help for self-help if the equipment is not working (correctly). Various scenarios are shown here. If there is a problem, which users cannot resolve themselves, they are advised to contact a technician.

- **Error codes**: Explanation of what each error code means and how to react to it.

- **Cleaning**: Required materials and cleaning steps, if necessary for different cleaning intervals (daily/monthly).

- **Maintenance**: Description of daily, monthly, annual maintenance tasks.

- **Tips & Tricks**: Potential for saving resources (electricity, gas, water, food), potential for improving food quality.

Added value in detail

- Up-to-date knowledge (constantly updated and supplemented)

- Knowledge in a nutshell - no need to spend hours reading manuals

- Correct operation and maintenance of appliances by restaurant staff. This means fewer appliance failures due to improper operation.

- Less reactive technician deployments thanks to help for self-help.

- Less downtime and thus maintenance of menu availability.

- Tips & tricks from the market and our experience that cannot be found in manuals at. Continuous updates of the latest findings on error management.

- Actions that identify potential resource savings (e.g. electricity, water, food) and improve food quality.

Contact

Training & Communication EMEA
After Sales Service

Franke Foodservice Systems GmbH
Jurastr. 3
79713 Bad Säckingen
Germany
Fs-training.eu@franke.com
www.franke.com