



BAKERY DEPARTMENT AUDIT

HOSPITALITY			
ITEM #	Now that you have completed your Bakery Training, answer Yes or No to the following questions or statements. For any "No" answers, be prepared to explain to your Manager how you would correct the issue and find a solution.		
H-1	Was this a friendly and hospitable experience for Guests in the restaurant? If No, explain:	Yes	No
H-2	There is attention to Guest needs at all points of Guest interaction. Guests are addressed according to the "5-Foot Rule." Guests are made to feel welcome as if they are Guests in your home. Listen for "please," "thank you," and "my pleasure," in the Co-workers personal interactions with the Guest. You should not hear "no problem," "what are you drinking," "is everything okay," or similar phrases that do not show hospitality. If No, explain in the comments.	Yes	No
H-3	The Manager is interacting with and supporting/coaching the Co-workers.	Yes	No
H-4	Appropriate smallwares and pans in view of the Guests are in place and in good condition (not chipped, bent, cracked, or dirty.) The correct pans, utensils, and smallwares are used at each respective buffet. All food is served in clean pans that are in good condition. An item-by-item count is not necessary. All utensils, except pie servers and fish turners, are black. Stainless serving pans do not have black, scorched edges or corners. Lexan serving pans and dome covers are not chipped or cracked. A serving utensil is available for every product on the bar. All serving bowls and platters are to GC specs. The ice cream machine has all tubes in place and A-100s (air orifices) are on tubes.	Yes	No
H-5	Approved buffet labels are clean and in use. Products requiring labeling are correctly labeled. All products are labeled according to current menu parameters. There are no hand-written labels or P-Touch labels in use. All labels match the products. Labels and/or plastic label holders are clean and in good condition. (If there are more than 4 missing labels or there are handwritten or P-Touch labels, then points will not be earned.)	Yes	No
H-6	Current menu matrix is followed. Any approved exceptions are in writing and available in the restaurant. NOTE: For the first three days of the first week of each promotion, the promotional offering requirement will not be in effect to allow for burn-off and transition, unless otherwise specified (e.g. premium weekends.) Situational discretion will be employed if an "extraordinary or unanticipated event" has been observed and the restaurant is actively working to restock the bar. For all other matrix products described above, if the product is not served for more than 15 minutes, then the product is deemed unavailable.	Yes	No
H-7	All shift Managers model the service experience and are accessible and identifiable to our Guests as the person in charge.	Yes	No

SAFETY & CLEANLINESS			
ITEM #			
SC-1	Hand sinks are kept clean, stocked, accessible, and are used for hand washing only. Soap and paper towels are stocked, and all faucets and drains work.	Yes	No
SC-2	Hot water is readily available at all hand washing stations.	Yes	No
SC-3	Hand sinks are not used to store products or smallwares.	Yes	No
SC-4	All proper hand washing procedures are followed by Co-workers and Managers. To prevent cross contamination, hands are washed whenever job duties are interrupted. Hands are washed when arriving for work and after drinking or eating. Upon entry of Bakery prep areas, Co-workers wash hands first.	Yes	No
SC-5	2 Bucket system is in place with Peroxide Multi-Surface Cleaner and Disinfectant testing at 2350 ppm and Sink and Surface Cleaner and Sanitizer testing at .27-.55 oz./gallon. Dispensing stations are checked daily for proper calibration. Verify calibration at the dispensing station and all buckets. Sanitation buckets are clearly labeled. Test strips are available. All towels being sanitized between uses and in buckets when not in use.	Yes	No
SC-6	All buffets are clean, wiped down (with no food debris), and sneeze guards are clean. Only clean buffet towels are in use. No dirty or greasy towels are being used. The area in front of the bars is clean including all lighting and heat lamps. All food bar surfaces are clean, not cracked, warped, or stained. No dust is visible on the bar lights or on the top ledge of bar glass. The bar glass is clean and not cracked. Metal glass frames are clean and not encrusted with food residue. Bakery display case and bread bar are clean. There are no cracks in the bar top or templates. Spills and messes are cleaned from the bar top as needed.	Yes	No
SC-7	All light globes that are within Guests' view are working and free of dust. Light bulbs are in place and working. All light fixtures are working with all globes/lenses clean and not broken or stained, including exit lights.	Yes	No
SC-8	All floors, tile, and carpeting are clean, dry, and debris free. There are no holes in carpets, loose carpet tiles, seam gaps, or frayed edges. Carpet is clean and consistent in color. No floor tiles are missing. All tile is secure with no grout missing. Mats/runners are clean and not left rolled up after opening in view of Guests.	Yes	No
SC-9	A pest prevention program is in place, is followed, and is effective. There is no evidence of cockroaches, rodents, rodent droppings, or trailing ants. (Use a flashlight to check under the bars for evidence of any pests.)	Yes	No
SC-10	Windows, doors, and walls are clean and in good repair. The entry and dining room wall areas are clean and free of non-relevant or outdated items including outdated POP. Wallpaper is in good repair. Glass is clean and in good repair. No dusty, damaged blinds or windowsills.	Yes	No

SC-11	EcoSure and Corrective Actions items have been addressed.	Yes	No
SC-12	<p>Chemicals are stored away from food or food packaging. The restaurant is using only approved chemicals, and all chemical spray bottles are properly labeled and stored.</p> <p>Chemicals in spray bottles match labels. All core chemicals are from an approved source. Shelving is in good repair and is not bent, rusted, or dirty. (Ecolab chemicals that are approved are Apex Pot and Pan Detergent, Antimicrobial Fruit and Vegetable Treatment, SMARTPOWER Flatware Presoak, SMARTPOWER Dish Detergent, , Dip-It, Grease Cutter Plus, Fast Foam Oven Cleaner, SMARTPOWER Rinse Additive, Peroxide Multi-Surface Cleaner and Disinfectant, Oasis glass cleaner, Lime Away, Sink and Surface Cleaner and Sanitizer, K-5, and Wash and Walk, Maxx Dual Floor Cleaner. Windex and bleach are approved for use. Bleach is not being used as sanitizer.)</p> <p>Dry Storage</p> <p>Refrigerators</p> <p>Freezers</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p>
SC-14	The ventilation hoods, ducts, and fans over the ovens are inspected and cleaned by a qualified service company at least every six months.	Yes	No
SC-15	<p>Refrigerated products (in all refrigerated units) are between 34°F and 40°F. All walk-in refrigerated units are in good repair.</p> <p>The temperature gauge is operating properly, or a thermometer is in place in the cooler. Gaskets are in place and in good condition. Cooler door closes properly, and air curtains are in place. Lights are working. The floor is not damaged, and the airflow is not blocked. The Emergency door release is working.</p>	Yes	No
SC-16	<p>Air temperatures (in all freezer units) are between -10°F to 0°F (-23°C to -18°C.)</p> <p>The temperature gauge is operating properly, or a thermometer is in place in cooler. Gaskets are in place and in good condition. The freezer door closes properly, and air curtains are in place. Lights are working. The floor is not damaged, and the airflow is not blocked. The Emergency door release is working.</p>	Yes	No
SC-17	Safety Data Sheets (SDS) are available for all chemical products that are being used in the restaurant.	Yes	No
SC-18	Electrical outlets, connectors, and cords in the restaurant are in good condition.	Yes	No
SC-19	<p>AFVT is properly calibrated at .75 to 1 oz. per gallon. Test strips are used daily to verify concentration. Calibration has been verified at dispensing station(s) after being dipped in AFVT water for 1-2 seconds. (Hot water can cause false readings.)</p> <p>AFVT is properly used. All usage procedures are followed, and there is evidence of its use. AFVT containers have been marked and dated. (Very little change on a marked container indicates evidence of improper or no use of AFVT.)</p>	Yes	No
SC-20	All products are stored to prevent cross-contamination or food safety issues.	Yes	No
SC-21	All BOH areas in Guest view are free of clutter, dirty pans, boxes, or other items.	Yes	No
SC-22	Bakery floors, baseboards, walls, ceiling, vents, lighting, and back sink area (including floors, shelves, and walls) are in clean and in good repair.	Yes	No

SC-23	All walk-in refrigerated units are clean including coils, gaskets, condenser/evaporator, and door curtains.	Yes	No
SC-24	Reach-in freezers are clean and in good repair. The temperature gauge is operating properly or a thermometer is in place. Gaskets are in place and in good condition. Reach-in freezer door closes properly. Brackets and shelves are in place, and the airflow is not blocked.	Yes	No
SC-25	The Bakery oven is clean and in good repair. Door is not loose or damaged. Shelves are in place and in good repair. The temperature is calibrated.	Yes	No
SC-26	The Proofer is clean and all stainless surfaces are in good repair. The temperature gauge is operating properly or a thermometer is in place. There is no rust or visible damage to the unit, and the door closes properly.	Yes	No
SC-27	The ice cream machine is clean and in good repair. All parts are in place. Surfaces are cleaned and then sanitized between each use. Inspection of the inside vents/sides of ice cream machine show that the ice cream machine is broken down and, according to the Operations Manual, cleaned and sanitized daily.	Yes	No

PRODUCT QUALITY			
ITEM #			
PQ-1	Are BISCUITS prepared to recipe and to GC appearance standards? If no, describe. Do BISCUITS taste correct? When tasting product ensure proper flavor.	Yes Yes	No No
PQ-2	Are CINNAMON ROLLS prepared to recipe and to GC appearance standards? If no, describe. Do CINNAMON ROLLS taste correct? When tasting product ensure proper seasoning and flavor.	Yes Yes	No No
PQ-3	Is BREAD PUDDING prepared to recipe and to GC appearance standards? If no, describe. Is BREAD PUDDING to temperature on the bar? Record temperature. Does BREAD PUDDING taste correct? When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-4	Is ICE CREAM prepared to recipe and to GC appearance standards? If no, describe. Is ICE CREAM to temperature inside the well of the ice cream machine? Record temperature. Ice cream machine reservoirs are between 34°F to 40°F (1°C to 4°C.) Does ICE CREAM taste correct? When tasting product ensure proper flavor.	Yes Yes Yes Yes	No No No No
PQ-5	Are chocolate dipped products prepared to recipe and to GC appearance standards? If no, describe.	Yes	No

PQ-6	Bars around chocolate dipped products are neat and clean. Bars kept free of chocolate drippings.	Yes	No
PQ-7	All in-use products are covered and stored properly. Leftovers are stored properly on speed racks. Product in use (e.g., items in food warmers) are covered. Freezers Coolers Dry Storage Reach-In	Yes Yes Yes Yes	No No No No
PQ-8	Products are received properly upon delivery. Items are not stored on the floor and are stored at least 6 inches off the floor.	Yes	No
PQ-9	All products distributed through the restaurant comply with GC specifications. Only Golden Corral approved, spec products are served. McLane labels are clearly visible on boxes for GC spec products.	Yes	No
PQ-10	Prepped items are dated in all areas and rotated using FIFO (first-in, first out.) Rotation and dating of all products is according to GC procedures. Products are within their acceptable shelf life. All products have a production and use-by date. (Re-dating of products will not earn points. Shelf lives and dating of promotional products will be measured under this area.) Dry Storage Refrigerators Freezers	Yes Yes Yes	No No No
PQ-11	All food products are organized with all like items labeled and stored together off the floor. There is unrestricted airflow all around cases which have proper inventory labels. All products are stored to prevent cross-contamination with all items covered. Cold products are stored properly upon delivery and not left at room temperature. Products in storage are stored at least 6 inches off the floor. All products in dry storage, freezers, and coolers are covered. There is proper storage of leftovers (on speed racks.) Dry Storage Refrigerators Freezers	Yes Yes Yes	No No No
PQ-12	All pans on the bar are full. (The goal is for pans to be filled within 1 minute, 3 minutes maximum. Evaluate how long a pan remains empty until it is filled on the buffet. 3 minutes = an empty pan.)	Yes	No

TRAINING AND PEOPLE			
T-1	100% of employees who have been employed for 30 or more days are certified in one or more positions and are properly certified in Safe Tracks. Co-workers must be certified within 30 days of hire to earn points. Verify Safe Tracks certification. Co-workers who have been hired for fewer than 30 days are exempt from the 100% rule.	Yes	No
T-2	Crew Trainers and Leaders have been certified and designated in the bakery.	Yes	No
T-3	Appreciation programs are in place (such as "Golden Nuggets").	Yes	No

T-4	Pre-Shift Checklists are completed properly for the shift.	Yes	No
T-5	All Managers are certified in ServSafe.	Yes	No
T-6	All Co-workers have a professional appearance with clean and well-maintained approved uniforms. All Co-workers are well groomed, have clean nails, practice good personal hygiene and do not chew gum. All Co-workers' shirts are tucked in, and they are wearing the proper hats with their nametags visible. Co-workers must be in the approved Co-worker uniform.	Yes	No
T-7	All Managers have a professional appearance with clean and well-maintained approved uniforms. All Managers are well groomed, have clean nails, practice good personal hygiene and do not chew gum. All Managers' shirts are tucked in. Managers must be dressed in the approved Manager uniform.	Yes	No
T-8	All promotional training courses have been taken by pertinent Co-workers.	Yes	No