



## HOT COOK DEPARTMENT AUDIT

HOSPITALITY			
ITEM #	Now that you have completed your Hot Cook Person 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	<b>Was this a friendly and hospitable experience for Guests in the restaurant?</b>	Yes	No
H-2	<b>There is attention to Guest needs at all points of Guest interaction. Guests addressed according to the "5-Foot Rule."</b> 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	<b>The Manager is interacting with and supporting/coaching the Co-workers.</b>	Yes	No
H-4	<b>Appropriate smallwares and pans in view of the Guest are in place and in good condition (not chipped, bent, cracked, or dirty.)</b> 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 soups are served using a 4 oz. ladle. All serving bowls and platters are to GC specs.	Yes	No
H-5	<b>Approved buffet labels are clean and in use. Products requiring labeling are correctly labeled.</b> 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	<b>Current menu matrix is followed.</b> Any approved exceptions are in writing and available in the restaurant. NOTE: 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	<b>All shift Managers model the service experience and are accessible and identifiable to our Guests as the person in charge.</b>	Yes	No

SAFETY & CLEANLINESS			
ITEM #			
SC-1	<b>Hand sinks are kept clean, stocked, accessible, and are used for hand washing only.</b> Soap and paper towels are stocked, and all faucets and drains work.	Yes	No
SC-2	<b>Hot water is readily available at all hand washing stations.</b>	Yes	No
SC-3	<b>Hand sinks are not used to store products or smallwares.</b>	Yes	No
SC-4	<b>All proper hand washing procedures are followed by Co-workers and Managers.</b> 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 prep areas, Co-workers wash hands first.	Yes	No
SC-5	<b>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.</b> 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	<b>All buffets are clean, wiped down (with no food debris), and sneeze guards are clean. Only clean buffet towels are in use.</b> No dirty or greasy towels are being used. The area in front of the bar 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. There are no cracks in bar top or templates. Spills and messes are cleaned from the bar top as needed.	Yes	No
SC-7	<b>All light globes that are within Guests' view are working and free of dust.</b> 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	<b>All floors, tile, and carpeting are clean, dry, and debris free.</b> 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	<b>A pest prevention program is in place, is followed, and is effective.</b> <b>There is no evidence of cockroaches, rodents, rodent droppings, or trailing ants.</b> (Use a flashlight to check under the bars for evidence of any pests.)	Yes	No
SC-10	<b>Windows, doors, and walls are clean and in good repair.</b> 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.	Yes	No
SC-11	<b>EcoSure and Corrective Actions items have been addressed.</b>	Yes	No

SC-12	<p><b>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.</b> Chemicals in spray bottles match labels. All core chemicals are from an approved source. Shelving is in good repair; 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><b>Dry Storage</b></p> <p><b>Refrigerators</b></p> <p><b>Freezers</b></p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p>
SC-13	<p><b>The ventilation hoods, ducts, and fans over the ovens are inspected and cleaned by a qualified service company at least every six months.</b></p> <p><b>Ansul fixed fire suppression systems for fryers and grills are inspected and serviced by a qualified service company at least every six months.</b></p> <p><b>Date Completed_____ Completed by_____</b></p>	Yes	No
SC-14	<p><b>Refrigerated products (in all refrigerated units) are between 34°F and 40°F (1°C to 4°C.) All walk-in refrigerated units are in good repair.</b></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 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-15	<p><b>Air temperatures (in all freezer units) are between -10°F to 0°F (-23°C to -18°C.)</b></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-16	<b>Safety Data Sheets (SDS) are available for all chemical products that are being used in the restaurant.</b>	Yes	No
SC-17	<b>Electrical outlets, connectors, and cords in the restaurant are in good condition.</b>	Yes	No
SC-18	<b>All walk-in refrigerated units are clean (including coils, gaskets, condenser/evaporator and door curtains.)</b>	Yes	No
SC-19	<b>All products are stored to prevent cross-contamination or food safety issues.</b>	Yes	No
SC-20	<b>All BOH areas in Guest view are free of clutter, dirty pans, boxes, or other items.</b>	Yes	No
SC-21	<b>Kitchen floors, baseboards, walls, ceiling, vents, lighting, and back sink area (including floors, shelves, and walls) are in good repair.</b>	Yes	No
SC-22	<p><b>Fry station (including fry racks, fried product baskets, and skimmers) are in good repair. Fry baskets are not bent. Wires in skimmer mesh are not broken. Other</b></p> <p><b>Grills are clean and in good repair.</b></p>	<p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p>

	<b>There is no debris build up on the grill.</b> <b>The grill and fryer filters are clean and in good repair and are cleaned at the correct frequency.</b> <b>There is no excessive build-up of grease or food debris under the grills and fryers.</b>	Yes Yes Yes  Yes	No No No  No
SC-23	<b>Reach-in freezers are clean and in good repair.</b> The temperature gauge is operating properly, or a thermometer is in place. Gaskets are in place and in good condition. The reach-in freezer door closes properly. Brackets and shelves are in place, and the airflow is not blocked.	Yes	No
SC-24	<b>The smoker is clean and in good repair.</b> There is no debris build up in the smoker.	Yes	No
SC-25	<b>The pizza oven is clean and in good repair.</b> There is no carbon build-up. All heating elements are operating properly	Yes	No
SC-26	<b>The Hot Cook oven is clean and in good repair.</b> The oven door is not loose or damaged. Shelves are in place and in good repair. The temperature of the oven is calibrated.	Yes Yes	No No
SC-27	<b>The steamers are calibrated properly including the steam cycle.</b>	Yes	No
SC-28	<b>The Cook-and-Hold ovens are clean and in good repair.</b> Timers are operating properly. Gaskets are in place and in good condition.	Yes	No
SC-29	<b>Universal holding cabinets and/or hot holding units are clean and in good repair.</b> Timers are operating properly. Gaskets are in place and in good condition.	Yes	No

PRODUCT QUALITY			
ITEM #			
PQ-1	<b>Is BACON prepared to recipe and to GC appearance standards?</b> <b>Does BACON taste correct?</b> When tasting product ensure proper flavor.	Yes Yes	No No
PQ-2	<b>Is SAUSAGE prepared to recipe and to GC appearance standards?</b> <b>Does SAUSAGE taste correct?</b> When tasting product ensure proper flavor.	Yes Yes	No No
PQ-3	<b>Is Pork Product prepared to recipe and to GC appearance standards?</b> <b>Is PORK PRODUCT to temperature on the bar? Record temperature.</b> <b>Does PORK PRODUCT taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-4	<b>Is HOT BAR PROTEIN 1 prepared to recipe and to GC appearance standards?</b> <b>Is HOT BAR PROTEIN 1 to temperature on the bar? Record temperature.</b> <b>Does HOT BAR PROTEIN 1 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No

PQ-5	<b>Is HOT BAR PROTEIN 2 prepared to recipe and to GC appearance standards?</b> <b>Is HOT BAR PROTEIN 2 to temperature on the bar? Record temperature.</b> <b>Does HOT BAR PROTEIN 2 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-6	<b>Is HOT BAR PROTEIN 3 prepared to recipe and to GC appearance standards?</b> <b>Is HOT BAR PROTEIN 3 to temperature on the bar? Record temperature.</b> <b>Does HOT BAR PROTEIN 3 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-7	<b>Is Promotional Item 1 prepared to recipe and to GC appearance standards?</b> <b>Is Promotional Item 1 to temperature on the bar? Record temperature.</b> <b>Does Promotional Item 1 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-8	<b>Is Promotional Item 2 prepared to recipe and to GC appearance standards?</b> <b>Is Promotional Item 2 to temperature on the bar? Record temperature.</b> <b>Does Promotional Item 2 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-9	<b>Is Vegetable Item 1 prepared to recipe and to GC appearance standards?</b> <b>Is Vegetable Item 1 to temperature on the bar? Record temperature.</b> <b>Does Vegetable Item 1 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-10	<b>Is Vegetable Item 2 prepared to recipe and to GC appearance standards?</b> <b>Is Vegetable Item 2 to temperature on the bar? Record temperature.</b> <b>Does Vegetable Item 2 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-11	<b>Is this Casserole Item 1 prepared to recipe and to GC appearance standards?</b> <b>Is Casserole Item 1 to temperature on the bar? Record temperature.</b> <b>Does Casserole Item 1 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-12	<b>Is Casserole Item 2 prepared to recipe and to GC appearance standards?</b> <b>Is Casserole Item 2 to temperature on the bar? Record temperature.</b> <b>Does Casserole Item 2 taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-13	<b>Is ROTISSERIE CHICKEN/SMOKED PRODUCT prepared to recipe and to GC appearance standards?</b> <b>Is ROTISSERIE CHICKEN/SMOKED PRODUCT to temperature on the bar? Record temperature.</b> <b>Does ROTISSERIE CHICKEN/SMOKED PRODUCT taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes  Yes  Yes	No  No  No
PQ-14	<b>Is FRIED CHICKEN prepared to recipe and to GC appearance standards?</b> <b>Is FRIED CHICKEN to temperature on the bar? Record temperature.</b> <b>Does FRIED CHICKEN taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-15	<b>Are MASHED POTATOES prepared to recipe and to GC appearance standards?</b> <b>Are MASHED POTATOES to temperature on the bar? Record temperature.</b> <b>Do MASHED POTATOES taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-16	<b>Is MEATLOAF prepared to recipe and to GC appearance standards? Is MEATLOAF to temperature on the bar? Record temperature.</b>	Yes Yes	No No

	<b>Does MEATLOAF taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes	No
PQ-17	<b>Is AWESOME POT ROAST prepared to recipe and to GC appearance standards?</b> <b>Is AWESOME POT ROAST to temperature on the bar? Record temperature.</b>  <b>Does AWESOME POT ROAST taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-18	<b>Is BUFFET STEAK prepared to recipe and to GC appearance standards?</b> <b>Is BUFFET STEAK to temperature on the bar? Record temperature.</b> <b>Does BUFFET STEAK taste correct?</b> When tasting product ensure proper seasoning and flavor.	Yes Yes Yes	No No No
PQ-19	<b>All in-use products are covered and stored properly.</b> Leftovers are stored properly (on speed racks.) Protein items are deboned, covered, and dated. Products in use (e.g., items in food warmers) are covered. Items in use such as steaks, mini-burgers, liquid eggs, shell eggs, etc. are in ice baths or refrigerated as needed. <b>Freezers</b> <b>Coolers</b> <b>Dry Storage</b> <b>Reach-In</b>	Yes Yes Yes Yes	No No No No
PQ-20	<b>Products are received properly upon delivery.</b> Items are not stored on floor and are stored at least 6 inches off the floor.	Yes	No
PQ-21	<b>All products distributed through the restaurant comply with GC specifications.</b> Only Golden Corral approved, spec products are served. McLane and US Foods labels are clearly visible on boxes for GC spec products.	Yes	No
PQ-22	<b>Prepped items are dated in all areas and rotated using FIFO (first-in, first out.)</b> 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.) <b>Dry Storage</b> <b>Refrigerators</b> <b>Freezers</b>	Yes Yes Yes	No No No
PQ-23	<b>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.</b> 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. <b>Dry Storage</b> <b>Refrigerators</b> <b>Freezers</b>	Yes Yes Yes	No No No
PQ-24	<b>All pans on the bar are full.</b> (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

PQ-25	<b>The Fryer timer is in use, labeled, and calibrated.</b> <b>Fryer shortening quality is maintained.</b> <b>Shortening does not smell and is not smoking.</b> Cooked product does not have rancid flavor and is within color range, not dark. (The temperature of the fryer shortening will be measured within 345-355. Be sure to record the temperature.)	Yes Yes Yes	No No No
PQ-26	<b>Food delivery system is in place and being adhered to so that it delivers a hot, fresh product to the Guest in a fast, efficient manner as outlined in the FMP system.</b> (The process should include: less product cooked more often, Co-workers and Managers who can explain the system in use, and minimal waste.) Speed racks are in place and their recommended use is adhered to.	Yes	No

TRAINING AND PEOPLE			
T-1	<b>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.</b> 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	<b>Crew Trainers and Leaders have been designated for all sections in the Hot Cook area.</b>	Yes	No
T-3	<b>Appreciation programs are in place (such as "Golden Nuggets").</b>	Yes	No
T-4	<b>Pre-Shift Checklists are completed properly for the shift.</b>	Yes	No
T-5	<b>All Managers are certified in ServSafe.</b>	Yes	No
T-6	<b>All Co-workers have a professional appearance with clean and well-maintained approved uniforms.</b> 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	<b>All Managers have a professional appearance with clean and well-maintained approved uniforms.</b> 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	<b>All promotional training videos have been watched by pertinent Co-workers.</b>	Yes	No