

## Introduction to Closing

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Closing a Golden Corral restaurant requires responsible Managers who follow operational procedures, pay special attention to productivity and food production, and can satisfactorily prepare the restaurant for the following day. This allows the Opening Manager and Co-workers to focus on preparing for the arrival of Guests. When you work as the Closing Manager, you will learn how to manage an efficient and safe closing following these steps of training:

- During Week 5, you will be learning the general routine for closing the Front-of-the-House and the Back-of-the-House simultaneously.
- As you move into the Kitchen Manager or the Hospitality Manager learning track in Week 7, you will go more in-depth on specifics for Opening, Running, and Closing the Front-of-the-House or the Back-of-the-House.
- During Weeks 6, 7, and 8 of your training, you will be putting your routines into practice managing the entire restaurant.

### Closing Duties

Preparation for closing begins as soon as the dinner rush is over. As part of a successful closing, all measures must be taken to minimize food waste, to minimize labor hours, and to prepare the restaurant for the following day. In addition, the Closing Manager must continue to supervise Guest service, food quality, and productivity. Guest expectations can only be met when food quality and productivity are managed successfully.

- Be sure the Hot Cooks, Display Cooks, Bakers, Meat Cutters, and Prep Persons are using the Production Guides and build-to's and monitor your productivity levels and Guest flow closely.
- During slowdown, transition food on the buffet to shallow pans to decrease food production and to improve buffet presentation.
- Actively call all food production as soon as the dinner meal period slows down.
- Closely manage labor hours. As you know, the number of Guests per hour dictates the number of Co-workers needed during the hour. You will need just enough Co-workers to clean, restock, and close the restaurant. When managing labor hours during closing, you may have non-closing Co-workers clock out as soon as slowdown hits. The closing hours are included in Golden Corral's "Five Killers of Productivity" because they represent a time that requires extra attention from the Manager.
- During closing procedures, ensure that Co-workers do not become so involved in their Duty Roster and side work activities causing Guest service to suffer. Guest service is always a top priority in the restaurant, and so it is a top priority at closing. The last Guest in the restaurant should receive the same level of service and the same quality of food as the first Guest in the restaurant.

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### Security

Remember that the safety of all Managers and Co-workers is always a priority. During closing, all Managers should follow Golden Corral security procedures:

- All Co-workers and Managers should move their vehicles (including bicycles) close to the front door prior to 9:00 p.m. No one should ever leave the restaurant alone. At least two people (including members of the management team) must always leave together.
- After closing, all Co-workers must exit through the front door, which must be unlocked for Co-workers and then locked immediately.
- The last trash must be taken to the Dumpster one hour prior to closing. After this, the back door must always be kept locked and only opened by a member of management in the event of an emergency or a scheduled vendor delivery.
- Before leaving the restaurant, the closing Manager should walk through the restaurant and make sure that all doors are locked; check that the ovens, grills, and lights are all turned off; check the rest rooms to ensure that no Guests or Co-workers are still in the building, and check that the alarm system is on.

During the Week 5 closing shifts, you will start learning to close a Golden Corral restaurant. With guidance and assistance from the Training Manager, you will learn to perform all closing management duties as you continue to progress through your training.