Introduction to Opening

The Opening Manager is responsible for securely Opening and successfully setting up the restaurant prior to serving Guests. The Opening Manager is accountable for the security and safety of Co-workers, register drawer setup, food production, restaurant appearance, and the productivity of the staff. Many Golden Corral restaurants schedule one Certified Restaurant Manager to open the restaurant. When you work as the Opening Manager, you will learn how to manage an efficient and safe Opening by following these steps of training:

- During Week 6 you will learn the general routine for Opening and setting up the Front-of-the-House and the Back-of-the-House simultaneously.
- Weeks 7 and 8 of your training you are spent putting your routines into practice managing the entire restaurant.

Opening Duties

1. **Security Check.** Arrive at least 15 minutes prior to your first scheduled Co-worker. Before exiting your vehicle, drive around the building to look for signs of forced entry including broken windows, doors that are open or ajar, or anything else that looks suspicious. If the building has signs of forced entry, do not enter—call the police immediately. If the building appears secure, enter the restaurant.

2. **Walk-through.** Once you have entered the restaurant, conduct a walk-through of the building. As you walk around, evaluate the previous night's closing. Verify that all closing duties were completed to Golden Corral standards.

3. **Schedule.** After completing the walk-through, collect the timecards of all of the scheduled Co-workers. Check the schedule to ensure adequate coverage in all areas and call Co-workers to fill any positions, if needed. To control labor during Opening, you should be aware of the Co-workers' tasks. The Opening hours are included in Golden Corral's Five Killers of Productivity because they represent a time that requires extra attention from the Manager. Make sure that work is completed as efficiently as possible. As the Co-workers arrive, be sure to greet them. Greeting Co-workers allows you to verify that all positions are filled and to note the Co-workers' punctuality, uniform, and appearance. As you give Co-workers their timecards, explain any additional requirements for Opening due to tasks missed the night before or business demands of the day.

4. **Administration.** Perform some of your administrative duties in the dining room, which will allow you to monitor Co-worker activities and answer their questions. Important administrative duties include counting the safe/drawers, setting up the register/drawers, distributing Production Guides, and completing floor charts. Administrative duties will be covered in more detail as you progress in your training.

There are many tasks you must complete to ensure a safe and timely Opening. As you learn and practice Opening procedures, you will find a routine that works best for you. To assist you with developing an Opening routine, included within this section is the Daily Management Routine. This document lists chronologically the tasks to be completed in both the Front-of-the-House

and the Back-of-the-House. In addition, a Notes section allows you to add your comments, customize the list, and make it your own.

Security
- All Co-workers must enter through the front door, which must be unlocked to admit Co-workers and then re-locked immediately. The door must remain locked until 15 minutes before Opening.
- The back door must be kept locked at all times and must be opened only by a member of Management to take out trash or to admit recognized vendors. Some restaurants receive their McLane delivery trucks or produce delivery during the restaurant's Opening hours.

During the Week 6 Opening shifts, you will start learning to successfully open and set up a Golden Corral restaurant. With guidance and assistance from the Training Manager, you will learn to perform all Opening Management Duties as you continue to progress through your training.