



LINE DEPARTMENT AUDIT

HOSPITALITY			
ITEM #	Now that you have completed your Line 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	The Line Steps of Service are followed. This was a friendly and hospitable experience for Guests in the restaurant.	Yes	No
H-2	A Line speed of least 2.3 Guests per minute was maintained.	Yes	No
H-3	There is attention to Guest needs at all points of Guest interaction. Guests are addressed according to the "5-Foot Rule." Guests should be 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 Guests. 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-4	All shift Managers model the service experience and are accessible and identifiable to our Guests as the person in charge.	Yes	No
H-5	The interior menu board and all merchandising material is current, well-lit, and organized correctly.	Yes	No
H-6	Current promotional materials are in good condition and properly displayed.	Yes	No
H-7	Only approved Golden Corral signage is in use in the restaurant. Only professionally produced Golden Corral approved signage is used in the restaurant.	Yes	No
H-8	All Guest service ware is readily available including plates, soup bowls, dessert plates, ice cream dishes, and utensils. All service ware items are clean, not stained or chipped, and in good condition. All washed dishes, cups, glasses, silverware, and utensils are clean. Plates are stacked upside down. (Gauge based on availability and Guest usage during peak meal periods.) Bowls, tumblers, plates, and coffee cups are not stained. Silverware is to GC spec. To-go containers and plastic ware are to GC spec. The Golden Corral standard beverage cup is available and offered to all Guests. If 32 oz. cups are available, they are offered only as an option. Spec GC kid's cups are available.	Yes	No
H-9	Dining room environment is comfortable. Temperature Music	Yes Yes	No No
H-10	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.) Cold Bar Hot Bar Baker	Yes Yes Yes	No No No
H-11	SMG overall ranking _____ # of Responses _____		

H-12	Manager is interacting with and supporting/coaching the Co-workers.	Yes	No
H-13	Shift adequately staffed to handle Guest flow and optimize Guest counts and sales, including GEA. If No, explain in comments.	Yes	No
SAFETY & CLEANLINESS			
ITEM #	KEEPING IT CLEAN CRITERIA		
SC-1	Hand sinks are kept clean, stocked, accessible, and are used for hand washing only. Soap and paper towels are stocked, and faucets and drains work.	Yes	No
SC-2	Hand sinks are not used to store products or smallwares.	Yes	No
SC-3	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 Line area, Co-workers wash hands first.	Yes	No
SC-4	Hand sanitizer stations are easily accessible to Guests. Sanitizer stations are in place according to Golden Corral specifications.	Yes	No
SC-5	All ice machines (including condenser) are cleaned and sanitized correctly (according to operational manual) and are in good repair.	Yes	No
SC-6	Drink machines and nozzles are clean and in good repair. Beverage flows smoothly from nozzle. All nozzles and diffusers are in place with no leaking.	Yes	No
SC-7	Clean and well maintained "Caution Wet Floor" signs are available.	Yes	No
SC-8	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-9	Ice bins are cleaned and sanitized weekly.	Yes	No
SC-10	Ice scoops and ice transfer buckets are cleaned and sanitized daily.	Yes	No
SC-11	Restrooms are clean. All toilets, urinals, sinks, partitions, walls, floors, mirrors, vanities, ceilings, light fixtures, and baby stations are kept clean and wiped down as part of the regular restroom checks. Toilet paper, soap and paper towels are available to Guests (if restroom is equipped with a paper towel dispenser.). Restrooms are free of dirty water or sewage odors. Entire toilet/urinal, including base, is unsoiled. Vanity counters are clean and dry. Mirrors are not streaked or spotted. Dispensers for toilet paper, hand soap, paper towels, or other dispensers, are not empty. The floor is dry and free of litter. All light bulbs in the vanity and ceiling fixtures are in good working order with no burned out or missing bulbs. Baby changing stations are not soiled. Walls, including partitions, are not stained or soiled. Men's Family Women's	Yes Yes Yes	No No No

SC-12	Restrooms facilities are maintained. Toilets, urinals, sinks, hand dryers, vanities, baby stations, and stall hardware are in working order with no damage, loose toilet seats, hard water residue on fixtures, or permanent stains. There is no damaged wallpaper, paint, tile work, or mirrors. All toilets/urinals and sinks are in working order. Cracks are not visible in sinks. Toilet seats are not worn through or unable to be cleaned. Tank covers are in place and not cracked or chipped; tank covers fit the toilet. Toilets and toilet seats are securely in place. Light covers are clean and not broken or cracked. No graffiti is on any restroom surfaces. Wallpaper is not torn, missing, or stained. Tiling is not mismatched. Paint colors are spec colors. Baby changing station is available and is not broken, including no broken straps. Men's Family Women's	 Yes Yes Yes	 No No No
SC-13	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. Produce display case (if applicable) is clean, refrigerated and attractively merchandised with fresh produce as directed in produce display diagrams. No dust visible on bar lights or top ledge of bar glass. 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. No cracks in bar top or templates. Spills and messes are cleaned from bar top as needed. Hot Bar Cold Bar Bakery	 Yes Yes Yes	 No No No
SC-14	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. Foyer Line	 Yes Yes	 No No
SC-15	All floors, tile, and carpeting are clean, dry, and debris free. 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. The Line area, all floors, carpeting, and tile are clean, dry, and debris free. Coving tile is clean.	 Yes	 No
SC-16	Restaurant area smells pleasant and Does not have a "wet" carpet smell, mildew, sewer gas, "old" mop, or standing, dirty water odor. FOH Men's Restroom Women's Restroom Family Restroom	 Yes Yes Yes Yes	 No No No No
SC-17	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-18	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. There are no dusty or damaged blinds or windowsills.	 Yes	 No
SC-19	EcoSure and Corrective Actions items have been addressed.	 Yes	 No

SC-20	Iced tea and Coffee machines (including nozzles) are clean and in good repair. Self-service has latching mechanism in place. Spray head has no blocked holes. Warmer plates are operating properly. Decanters are not chipped. The proper spray head is in place.	Yes	No
SC-21	Signage for hours of operation is posted and visible. Operating hours are clearly posted, professionally produced, and reflect appropriate opening and closings times.	Yes	No
SC-22	The restaurant has the highest Health Department rating. This includes an A, green, or current health rating of at least 90% or a Pass with no more than 3 critical violations on HDI. (If the above criteria are not met or there are 4 or more critical violations on HDI, then do not answer "yes." If the health dept. rating is A/B/C, the restaurant must receive an A. If health dept. rates with red/green, then restaurant must be a green. If health dept. rates with pass/fail, the restaurant must be a pass. If the health dept. uses a number score, then the restaurant must be at least a 90% or higher. If the restaurant meets above stated scoring criteria but has more than 3 critical on HDI, then do not answer "yes." Review will be based on actual inspection, not re-inspection. Note if the same health inspection is in place from the previous review.)	Yes	No
SC-23	Health Department Rating: _____ Date: _____ Note any re-inspections.		
SC-24	If any criticals, how many? _____ HDI Criticals: _____ Date: _____. If Health Inspection was completed within last 1-2 days and not yet listed in HDI, use the last HDI unless it is a failure from the Health Department.		
TRAINING			
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 designated for the line area.	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 their nametags are 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	Co-workers are certified, including annual recertification (if applicable) for: Hazard Communication PCI Safe Tracks	Yes Yes Yes	No No No