

Line Person Operations Manual Questions KEY

1. What is the 5-ft. Rule? **Operations Manual > Line Section > The 5-ft Rule**

All Co-workers need to pay special attention to Guests within 5 feet of wherever they are in the restaurant.

2. Golden Corral's line speed expectation is: **Operations Manual > Line Section > Line Speed**

2.3 Guests per minute per register

3. What are the guidelines for displaying water on the Line?

Operations Manual > Line Section > Steps of Line Service and Hospitality > Step 3 Suggest a Beverage

Water is never displayed (but is always available).

4. How full should drink glasses be filled with ice for soft drinks? **Operations Manual > Line Section > Steps of Line Service and Hospitality > Step 3 Suggest a Beverage**

2/3 full

5. The 12 oz. kids cup is required for children of what age? **Operations Manual > Line Section > Steps of Line Service and Hospitality > Step 3 Suggest a Beverage**

Children age 8 and under

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6. What type of milk is required to be offered in all restaurants? **Operations Manual > Line Section > Steps of Line Service and Hospitality > Step 3 Suggest a Beverage**

A sealed carton of 2% milk

7. How full should the ice bin at the drink station be kept? **Operations Manual > Line Section > Drink Station Ice Bin**

Kept 1/3 full at all times of operation

8. How often is the ice bin at the drink station required to be emptied of all ice and cleaned? When cleaned, it should be sanitized with _____. **Operations Manual > Line Section > Drink Station Ice Bin**

Weekly; with Sink and Surface Cleaner and Sanitizer

9. What are the Steps of Line Service? **Ops Manual > Line > Steps of Line Service**

- a. **Greet the Guests.**
- b. **Verify the number in party and number of checks.**
- c. **Suggest a beverage.**
- d. **Take the order.**
- e. **Invite Guests to the dining room.**
- f. **Thank Guests and tell them to enjoy their meal.**

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10. List the steps for cleaning up a spilled beverage in the front-of-the-house during business hours: **Operations Manual > Line Section > Running**

- a. Post a Wet Floor Sign in the wet area.
- b. Use a broom and dustpan to clean up any ice or other debris on the floor from a spill. Never pick up any broken items with bare hands or use a push broom to clean up wet spots.
- c. Use towels to absorb spilled liquids instead of mopping.
- d. Use additional towels to dry the area completely.
- e. Remove the Wet Floor sign after the floor has completely dried.

11. What guidelines should be used in following Golden Corral's senior discount policy?
Operations Manual > Line Section > Operating the Line Register > Senior Discount

- a. Give the senior discount only when requested by the Guest.
- b. Do not ask to see identification or proof of age.
- c. Do not automatically give the discount based on appearance.
- d. Do not ask a Guest if he or she is a senior.

12. When a Host sees a Guest in need, what are some suggested ways to help this?
Operations Manual > Line Section > Guest Needs

- a. Take their coat, hold their chairs or Carry a tray or beverage for a senior citizen.
- b. Offer to help disabled persons by moving chairs and seating the Guests in an area out of heavy traffic.
- c. Provide clean high chairs and booster seats for children.
- d. Help blind people with service animals to a seat where the animal can lie down out of the way. Offer to read the menu board if necessary.
- e. Inform parties of 5 or more of the wait times.