

Opening / Closing Workbook Questions KEY

1. What should the Opening Manager do prior to exiting his or her vehicle and opening the restaurant? **Administrative Guide > Security > Opening Procedures Intro**

Drive around the restaurant and inspect all outside areas for suspicious activities and building conditions.

2. True or False: For safety purposes, Co-workers may only enter the restaurant through the back door during opening hours. **Administrative Guide > Security > Back Door**

False

3. True or False: Certified Breakfast Lead Persons (who have passed a background check and a drug test) may carry keys to open the restaurant. **Administrative Guide > Security > Keys**

True

4. When is a Sanitation Walk-Through completed, and who is responsible for completing it? **Operations Manual > Food Safety and Sanitation > Sanitation Walk-Through**

Four times a day, by the Manager

5. What should Co-workers do with their vehicles before closing? **Administrative Guide > Security > Closing Procedures**

Move vehicles to the front of the building.

Opening / Closing Workbook Questions KEY

6. At a minimum, how often should cash drawers be pulled? To what cash level? Why?
Administrative Guide > Security > Register Policies

Hourly, to ensure there is not more than \$400 in a drawer at any given time, to reduce risk in case of theft.

7. How can recipes be adjusted to avoid over-production during slow periods (such as near closing) while maintaining a full offering on the buffet? **Operations Manual > Hot Cook > Product Quality**

Reduce recipes proportionately to reflect a lighter demand

8. Why is it necessary at closing to fill all hot wells with water to a level where it will touch the bottom of a 2 ½" deep pan and place empty, clean pans on the hot bar? **Operations Manual > Hot Cook > Closing Procedures**

In the morning, this will keep the steam in the wells, speed up the heating process, and warm the pans while the bar is heating up.

9. List the steps involved in closing down the dish room at the end of the night.
Operations Manual > Utility Person > Closing Down the Dish Room

Scrub the dish machine and disassemble it.

Make sure all dishes, smallwares, and flatware have been taken to their respective areas.

Clean and dry all utility walls and stainless steel surfaces.

Clean the drain under the utility sink.

Mop and dry the floors from the utility room to the dry storage area.

Hang mats over counters to dry overnight

Opening / Closing Workbook Questions KEY

10. If an opening Manager observes any suspicious activities or conditions upon arrival at the restaurant, such as a broken window, what should the Manager do?

Administrative Guide > Security > Opening Procedures

Remain in the vehicle, drive away from the restaurant property, and call the police for help.

11. Which chart provides instructions for Bakery items that may be stored/kept overnight and used the next day? **Operations Manual > Baker > Closing Procedures**

Bakery Leftover Chart