



## SERVER DEPARTMENT AUDIT

HOSPITALITY			
ITEM #	Now that you have completed your Server 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.	Yes	No
H-1	<b>The Server Steps of Service are followed. This was a friendly and hospitable experience for Guests in the restaurant. If No, explain:</b>	Yes	No
H-2	<b>Table visits are conducted. Manager achieves a positive, friendly, welcoming environment in the restaurant with visits to at least 90% of tables.</b> 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 Managers 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. The Manager knows our Guests and greets them by name when possible. He or she resolves Guest complaints including poor service, food quality, or cleanliness with urgency, exceeding Guest expectations.	Yes	No
H-3	<b>There is attention to Guest needs at all points of Guest interaction. Guests are addressed according to the "5-Foot Rule."</b> 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-worker's personal interactions with the Guest. 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	<b>Tables are not being used as a staging/storing table for soiled dishes or restocking supplies (mothership).</b>	Yes	No
H-5	<b>Tables are bussed within 3 minutes. All condiments and napkin holders are clean and full. Tables must be bussed within 3 minutes, with the goal of 1 minute.</b> Tables are stocked with clean, approved condiments). Situational discretion will be employed if an "extraordinary or unanticipated event" has been observed and the restaurant is actively working to bus and restock tables.	Yes	No
H-6	<b>All Guest service ware is readily available including plates, soup bowls, dessert plates, ice cream dishes, and utensils. All are clean, not stained or chipped, and in good condition.</b> 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 spec. To-go containers and plasticware 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 kids cups are available.	Yes	No
H-7	<b>SMG overall ranking_____ # of Responses _____</b>		
H-8	<b>Manager is interacting with and supporting/coaching the Co-workers.</b>	Yes	No

H-9	Shift adequately staffed to handle Guest flow and optimize Guest counts and sales.	Yes	No
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SAFETY & CLEANLINESS			
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ITEM #	KEEPING IT CLEAN CRITERIA		
SC-1	<b>Hand sinks are kept clean, stocked, accessible, and are used for hand washing only.</b> Soap and paper towels are stocked, and faucets and drains work.	Yes	No
SC-2	<b>Hand sinks are not used to store products or smallwares.</b>	Yes	No
SC-3	<b>All proper hand washing procedures are followed by Co-workers and Managers.</b> 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 Server Stations, Co-workers wash hands first. Wait staff washes hands after dish drop off.	Yes	No
SC-4	<b>Hand sanitizer stations are easily accessible to Guests.</b> Sanitizer stations are in place according to Golden Corral specifications.	Yes	No
SC-5	<b>All ice machines (including condenser) are cleaned and sanitized correctly (according to operational manual) and are in good repair.</b>	Yes	No
SC-6	<b>Drink machines and nozzles are clean and in good repair.</b> Beverage flows smoothly from nozzle. All nozzles and diffusers are in place with no leaking.	Yes	No
SC-7	<b>Clean and well maintained "Caution Wet Floor" signs are available.</b>	Yes	No
SC-8	<b>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.</b> 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	<b>Ice bins are cleaned and sanitized weekly.</b>	Yes	No
SC-10	<b>Ice scoops and ice transfer buckets are cleaned and sanitized daily.</b>	Yes	No
SC-11	<b>Restrooms are clean.</b> 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.  <b>Men's</b> <b>Family</b> <b>Women's</b>	Yes Yes Yes	No No No

SC-12	<b>Restrooms facilities are maintained.</b> 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. <b>Men's</b> <b>Family</b> <b>Women's</b>	Yes Yes Yes	No No No
SC-13	<b>All buffets are clean, wiped down (with no food debris), and sneeze guards are clean. Only clean buffet towels are in use.</b>  <b>Hot Bar</b> <b>Cold Bar</b> <b>Bakery</b>	Yes Yes Yes	No No No
SC-14	<b>All light globes that are within Guests' view are working and free of dust.</b> 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.	Yes	No
SC-15	<b>All floors, tile, and carpeting are clean, dry, and debris free.</b> 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.	Yes	No
SC-16	<b>Restaurant area smells pleasant</b> Does not have a "wet" carpet smell, mildew, sewer gas, "old" mop, or standing, dirty water odor. <b>FOH</b> <b>Men's Restroom</b> <b>Women's Restroom</b> <b>Family Restroom</b>	Yes Yes Yes Yes	No No No No
SC-17	<b>All Co-workers and Managers have a professional appearance with clean and well-maintained approved uniforms.</b> All Co-workers and Managers are well groomed, have clean nails, practice good personal hygiene. Managers and Co-workers do not chew gum. Co-workers' shirts are tucked in and they are wearing the proper hats and with their nametags visible. Co-workers must be in pressed, uniform shirts and black pants (no jean style). Managers must be dressed in an approved Manager uniform (see Operations Manual, Introduction Section.)	Yes	No
SC-18	<b>Chairs and booths are clean and in good repair.</b> All vinyl seating is in good repair with no holes, rips, worn places, stains, or tape. There are no broken chair rungs or backs, and booth backs are not scratched. The chairs and booths are clean between booth cushions and seat backs and the Formica is intact on all booths. The chair rungs, chair backs, and table legs are clean.	Yes	No
SC-19	<b>Highchairs and booster seats are clean and in good repair.</b> Highchair seats, straps, grab bars, and legs are clean. Highchairs and booster seats are all in good condition, and chair straps are intact.	Yes	No

SC-20	<b>Windows, doors, and walls are clean and in good repair.</b> 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-21	<b>Tables are clean and in good repair.</b> Tables are level and stable. Formica is intact and not worn through on all tables and on the line countertop.	Yes	No
SC-22	<b>Iced tea and Coffee machines (including nozzles) are clean and in good repair. Self-service has latching mechanism in place.</b> Spray head has no blocked holes. Warmer plates are operating properly. Decanters are not chipped. The proper spray head is in place.	Yes	No

TRAINING			
T-1	<b>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.</b> 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	<b>Crew Trainers and Leaders have been designated for the server area.</b>	Yes	No
T-3	<b>Appreciation programs are in place (such as "Golden Nugget").</b>	Yes	No
T-4	<b>Pre-Shift Checklists are completed properly for the shift.</b>	Yes	No
T-5	<b>All Managers are certified in ServSafe.</b>	Yes	No