

Server Need to Know Study Guide

Use this information to study for the Server Quiz.

General

- ☐ All Team Members wash hands every 20 minutes in warm, soapy water for 20 seconds.
- ☐ Straws, silverware, and napkins are not carried in apron pocket.
- ☐ Glasses only held by the bottom, not the rim.
- ☐ 30-minute shelf life for brewed coffee.
- ☐ All Servers must be certified in the 100 Club within 90 days of hire.
- ☐ Servers do not take any new tables within 30 minutes of clocking out.
- ☐ Tips are never automatically added to any bill/invoice, including those for large parties.
- ☐ Manager handles all Guest questions about food allergies.

Server Steps of Service:

- ☐ **Step 1: Greet Guests/Deliver Beverages**
 - Guests are greeted within 30 seconds of arriving at the table.
 - Check receipt for hot beverage purchase and quickly deliver the purchased beverage.
 - Check receipts to verify the number of Guests in the party and verify that everything was rung up accurately.
 - Coffee is poured from the pot into a mug at the table, never carried in a mug through the dining room.
 - Hot tea is served at the table. Server carries empty mug and teapot filled with hot water.
 - **Leave Server Card and review receipt (including drink receipt, if applicable).**
 - Sleeved silverware is pre-set on the end of the table for Guests (unless it is handed to Guests at the Line on an approved tray).
 - **Straws are included with sleeved silverware OR are offered to Guests unless local or state regulations dictate otherwise.**
 - Invite Guests to buffet or ask about the food, if they have already visited the buffet.
- ☐ **Step 2: Enhance the Visit**
 - Check on meal (two-minute quality check). Ask Guests how the food is and if they found everything they needed.
 - Beverage refill offered when glass is ½ full.
 - Pre-bus with the goal of only dessert plates and beverages on the table.
 - Extra silverware is offered to Guests and delivered upon request.
 - **Ask the Guests if they used the Golden Corral Rewards app.**
 - Suggest dessert, if timing is right.
- ☐ **Step 3: Offer Complimentary Coffee**
 - Complimentary coffee is offered to all Guests near the end of the meal.
 - **Serve coffee with a clean spoon on a napkin and ask if Guests want cream with their coffee.**
 - Continue pre-bussing with the goal of only dessert plates and beverages on the table.
- ☐ **Step 4: Final Thank You and Prepare for Next Guests**
 - All tables must be bussed within 3 minutes after each party leaves, with a goal of bussing within 1 minute.

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- Dishes bussed directly to dish room or bussing station, not stacked on a table, unless situation is actively being corrected.
- Tables are set with clean, neat napkin dispenser and table caddy holding salt/pepper, sugar/sweetener, ketchup, and steak sauce.
- Place salt on the right side and pepper on the left when arranging tabletop caddies to accommodate the visually impaired.

Handling Guest Concerns

- ☐ **If a Guest comes to you with a concern, use the acronym BLAST to resolve the Guest's concern.**
- ☐ **Use this acronym to remember how to handle Guest concerns and to ensure that every Guest's visit ends on a positive note.**
 1. **BELIEVE.** Believe that the Guest is telling the truth.
 2. **LISTEN.** Listen first, before speaking.
 3. **APOLOGIZE.** Saying "I am sorry" is powerful!
 4. **SOLVE.** Find out what will make the Guest happy!
 5. **THANK.** Thank the Guest sincerely for the opportunity to correct any issue.

Buffet Labels and Signs

- ☐ **All food and beverages must be labeled with product name, portion size, calorie count, and allergens.**
- ☐ Buffet labels are clean and in good condition.
- ☐ Buffet labels are in proper position on the sneeze guard above the product they are labeling. By law, they must be placed individually or collectively within 5 feet of where the product is displayed.
- ☐ No hand-written or P-touch labels are permitted.

Golden Corral Traditional Favorites

These are items we identified as core items, and they are always served on the buffet during their meal periods. They were identified because, on average, most of our Guests will eat at least one of these items during their visit.

- ☐ Pot Roast
- ☐ Meatloaf
- ☐ Sirloin Steak (required at all dinner meal periods.)
- ☐ Fried Chicken
- ☐ Bourbon Street Chicken
- ☐ Mashed Potatoes
- ☐ Carrot Cake
- ☐ Pizza
- ☐ Steakburgers (required at all lunch meal periods).
- ☐ Yeast Rolls

Hospitality

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- The Golden Rules of Hospitality
 - Always make Guests feel welcome. Greet Guests as they arrive in the dining room and while they are dining. Thank them as they leave.
 - Make a Connection. Make Guests feel appreciated and important.
 - Acknowledge Guests as you move through the restaurant
 - Make eye contact
 - Be friendly and smile
 - Engage in conversation
 - Help Guests.
 - Be a good listener
 - Ask Guests if they found what they were looking for
 - Answer questions
- What the Guest Expects
 - Guests Feel Special and Important
 - Greet Guests as they arrive
 - Follow the 5ft. Rule
 - Be friendly - smile and make eye contact
 - Engage in conversation
 - Thank Guests for visiting
 - Guests Are Offered Beverage Refills
 - Know what Guests are drinking
 - Offer a refill when glass is half full
 - Guests Experience Quality Food
 - Abundance and variety
 - Hot food hot and cold food cold
 - Fresh, full pans
 - Guests Dine in a Clean Restaurant
 - Bussed, clean tables
 - Clean restrooms
 - Clean bar areas and floors