

## Server Operations Manual Questions KEY

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1. What are the Four Steps of Service? **Operations Manual > Server > Four Steps of Service**

- **Greet the Guests/Deliver Beverages**
- **Quality Food & Beverage Check**
- **Offer Complimentary Coffee**
- **Final Thank You and Preparation for Next Guests**

2. Before a break or shift change, how should a Server handle any remaining Guests at tables in his or her section? **Operations Manual > Server > Shift Change/Breaks**

**Introduce to each table of Guests the new Server who is taking over.**

3. Where is food allergy information available for our Guests? **Operations Manual > Server > Guests with Food Allergies**

**They can go to GoldenCorral.com under the “Menu/Nutritional Info” tab, and in the Manager’s Office in the Nutritional Labeling Binder.**

4. How should Servers handle Guests with questions about food allergies? **Operations Manual > Server > Food Allergies**

**Respond with something like, “I’m not sure, but my Manager can help you with that question. If you’ll give me just a minute, I’ll go get him/her for you.”**

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5. If a Guest paid for a coffee at the Line, what should the Server say to the Guest when the Guest sits down? **Operations Manual > Server > Coffee or Hot Tea Purchased in Line**

**Ask if they'd like regular or decaffeinated coffee, and ask if they would like creamer.**

6. When should Guests be offered complimentary coffee? **Operations Manual > Server > Offer Complimentary Coffee**

**Near the end of the meal**

7. What should Servers explain to Guests if they request to take home leftovers? **Operations Manual > Server > Leftovers**

**Explain that the buffet is all-you-can-eat only when Guests are dining in, but that leftovers may be taken at the to-go pricing.**

8. How should a beverage spilled on a Guest be handled? **Operations Manual > Server > Beverage Spilled on Guest**

**Immediately assist the Guest and inform the Guest that Golden Corral will pay for the cleaning of damaged clothing if the Guest brings the receipt to the Manager.**

9. What steps are taken to address a complaint about improperly cooked food? **Operations Manual > Server > Improperly Cooked Food**

**Apologize to the Guest; Offer to replace with a fresh batch of the same product; Inform Hot Cook and Manager; Follow up with the Guest as soon as item is available**

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10. Within how many days of their hire date are Servers expected to certify in the 100 Club?

**Operations Manual > Server > 100 Club**

**90 days**

11. Explain the purpose of the Golden Rules of Hospitality: **Operations Manual > Server > The Golden Rules of Hospitality**

**The Golden Rules of Hospitality are a set of defined expectations for Servers to help focus on the most important aspects of guest service.**

12. Using the Operations Manual, list What the Guest Expects. Be prepared to discuss with your Manager. **Operations Manual > Server > The Golden Rules of Hospitality**

- **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**
  - **Tasty 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**

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13. Using the Operations Manual, complete the 4 A's and the Phrase. Be prepared to discuss with your Manager. **Operations Manual > Server > Guest Complaints**

The 4 A's	
1.	Acknowledge the complaint.
2.	Apologize immediately and sincerely.
3.	Act on the complaint.
4.	Ask, "Has the problem been resolved to your satisfaction?" and invite the Guest to return.
The Phrase: Use one of the phrases below in conjunction with the 4 A's for added emphasis:	
1.	Thank you for bringing this problem to my attention.
2.	Thank you for accepting my apology.
3.	Thank you for giving me an opportunity to correct this problem.
4.	Thank you for giving us another chance by returning to Golden Corral.

14. True or False: Service is the steps you follow in your daily job responsibilities, but hospitality is the feeling you create for Guests. **Ops Manual > Server > Hospitality and Service**

**True**