

Utility Person Need to Know Study Guide

Use this information to study for the Utility Person Quiz.

General

- All Team Members wash their hands every 20 minutes in warm, soapy water for 20 seconds.
- For conveyor dish machines: 160°F minimum wash temperature and 180°F minimum rinse temperature. For non-conveyor machines: 150°F minimum wash temperature and 180°F minimum rinse temperature. For low temperature machines: 120°F wash temperature and 75°F-120°F rinse temperature.
- Temperature of machine rinse water verified daily using test strip.
- Dish machine water changed at least once after each meal period.
- Dish machine is de-limed at least once a month.
- Water pressure on rinse cycle 15-25 psi when tested.
- Dirty silverware soaked in SMARTPOWER Presoak and water solution for 15 minutes before washing.
- Silverware is run through dish machine twice.
- To prevent stains, white dishes are soaked in SMARTPOWER Presoak before being run through the dish machine.
- To remove stains, white dishes are soaked in Dip-It XP overnight (or at least 4 hours) as needed.
- Sanitizing Wash 'N Walk No Rinse Floor Cleaner/ Sanitizer used on non-carpeted floors.**
- Mops and buckets not used in front-of-the-house during business hours, except in restrooms. Instead, spilled liquids are absorbed with towels; floor is dried with additional towels.
- To help prevent the spread of grease to the dining area, different colored mop heads and mop buckets required for front-of-house and back-of-house.**
- All plates, pans, and pots properly cleaned, sanitized, and air dried before stacking.
- Restrooms continuously stocked with toilet paper, paper towels, hand soap, and hand sanitizer in pump dispenser. (Sanitizer may alternately be placed just outside restroom.)
- The Ecolab Restroom Cleaning Caddy is highly recommended to be used routinely to ensure proper cleaning/sanitizing of restrooms.**
- Restrooms are checked every hour at a minimum or more often as needed.
- As part of restroom checks, the following are clean and wiped down: baby stations, toilets, urinals, sinks, partitions, walls, floors, mirrors, vanities, ceilings, and light fixtures.
- Restroom is free of dirty water/sewage odors.
- The Utility Person is responsible for maintaining the restaurant's marquee.**
- Change the marquee message as directed by the Manager.**
- No one under the age of 18 is allowed to operate the trash compactor, dish machine, or any other hazardous power-driven equipment or equipment with blades or knives.
- Trash Compactor key is kept in the office.**
- Discard fluorescent light bulbs directly into the dumpster.**
- For pot, pan, and dish washing procedures/emergency dishwashing procedures, use the proper 3-compartment sink procedures: Wash, Rinse Sanitize, Air Dry - 110°F water and

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detergent in wash sink, 110°F water in the rinse sink, and sanitizing solution in sanitizing sink. (Immerse items for at least 1 minute.) Drain and air dry inverted.

- Sink and Surface Cleaner should be tested daily using water at room temperature.**
- Before using Sink and Surface Cleaner and Sanitizer out of the dispensers, test the sanitizer concentration level with a test strip. To test, dip the test strip into a sample of diluted product for 5 seconds and shake off excess solution. After 10 seconds, compare the colors of the test strip to the chart found on the test strip container. The test strip must identify the proper range of 0.27 – 0.55 oz. /gal. (272-700 ppm DDBSA & 704-1875 ppm Lactic Acid). Contact your Ecolab representative if an adjustment is necessary or if you need additional test strips (which are provided at no charge).
- Biohazard Response Spill Kit is on hand and used properly to clean up biohazard spills such as vomit and blood.

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

- 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

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- 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