

Utility Operations Manual Questions KEY

1. What requirement for mop usage helps prevent the spreading of grease from the kitchen to the dining room? **Operation Manual > Utility Person > Color-Coded Mop Heads and Mop Buckets**

Different colored mop heads and buckets required for FOH and BOH to keep them separate

2. If it is necessary to clean up blood or vomit on the restroom floor, what should be used to clean these liquids? **Operation Manual > Utility Person > Biohazard Response Spill Kit**

Biohazard Response Spill Kit

3. What smallwares and appliances should be cleaned and sanitized in the 3-compartment sink and not run through the dishwasher? **Operation Manual > Utility Person > Aluminum Pots and Pans/Appliances**

**Aluminum pots and pans
All parts of the food slicer
All parts of the meat grinder
All parts of the food chopper**

4. When putting labeled sanitation buckets in each area, there should be towels in the buckets. For the most effective use of the chemicals, the towels should be _____ and _____ before placing them in the bucket. **Operation Manual > Utility Person > Labeled Towel Bucket and Labeled Spray Bottle Program**

Clean and wet

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5. For proper sanitation, when Sink and Surface Cleaner and Sanitizer is tested on a test strip, it must show a range of _____ to _____ fl. oz./gallon.
Operation Manual > Safety. Operation Manual > Utility Person > Labeled Towel Bucket and Labeled Spray Bottle

.27 - .55 fl. oz./gallon

6. SMARTPOWER Flatware Presoak Solution: is used only for: **Operation Manual > Utility Person > Cleaning Products and Their Uses**

Soaking silverware and white dishes

7. Chlorine bleach can be used for: **Operation Manual > Utility Person > Cleaning Products and Their Uses**

Removing stains in meat room only

8. True or False: Guests consistently rate cleanliness as the most important factor in deciding whether to return to a restaurant. **Ops Manual > Utility Person > Position Description**

True

9. What is the three-stage method of providing the restaurant with clean silverware? **Ops Manual > Utility Person > Washing Smallwares and Dishes**

Pre-soak the silverware.

Rinse and wash it on a flat rack.

Run it through the dish machine again in canisters.

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10. Which product is used to REMOVE stains (not prevent stains) from our dishware? **Ops Manual > Utility Person > Destaining Plastic Dishware**

Dip-It XP

11. If a beverage is spilled in the dining room floor during business hours, how should the beverage be cleaned? **Ops Manual > Utility Person > Dining Room Floors**

Use towels to absorb spilled liquids instead of mopping. Use additional towels to dry the area completely.