

## Utility Operations Manual Questions KEY

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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/Applications**

**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.**