

# Hot Cook Need to Know Study Guide

---

*Use this information to study for the Hot Cook Quiz.*

## General

- ☐ Food is kept out of the temperature Danger Zone (41°-135°F).
- ☐ All shelf lives start when cooking process is complete unless otherwise specified in the recipe.
- ☐ All Team Members wash hands every 20 minutes in warm, soapy water for 20 seconds.
- ☐ Flat grills and fryers calibrated to 350°F.
- ☐ Fryer timers always used.
- ☐ At closing, wells filled with water to touch bottom of display pans. Water must be 180°F-190°F at opening to maintain product temperature.
- ☐ All fried foods drained for 10-30 seconds.
- ☐ Hot foods maintained at 150°F in food warmer and on buffet.
- ☐ If the restaurant configuration allows, canned or pouch products are only transferred into pans out of view of Guests.
- ☐ Never have empty pans on the bar (hot foods, carving station, and steaks) for longer than 3 minutes, with the goal of never having empty pans for longer than 1 minute.
- ☐ If necessary, fill an empty space with another item, but all promotional items must be available within 5 minutes. All other required menu items must be available within 15 minutes.
- ☐ For recipe measurements, 1 crock is to the beveled edge and 1 full crock is to the top of the crock.
- ☐ Baked Potatoes may be held in food warmers or on the buffet for a maximum of 2 hours.
- ☐ 3-minute holding time for fried products (5 minutes for Fried Chicken) on Cook's shelf.
- ☐ Fried items may not be held in the food warmer unless otherwise specified on the recipe.
- ☐ Soup temperature maintained at 160°F.
- ☐ Best practice: pans deeper than 4" are never used on the bar for serving.
- ☐ Best practice: shallow pans are used at opening, slowdown, and closing to help maintain food temperature and quality.
- ☐ Best practice: all fried foods – except Fried Chicken – are served in 1¼" deep pans.
- ☐ Heat lamps required over fried foods and Carving Station.
- ☐ **All buffet products are put into clean pans with clean utensils after the lunch rush, before the dinner rush, and after the dinner rush.**
- ☐ For these products, utensils are changed every time pan is changed out: Mac & Cheese, Mashed Potatoes, Soups, Gravies, Cheese Sauce, Scrambled Eggs, and Enchiladas.

## Vegetables & Sides

- ☐ To maintain the hot temperature of fresh steamed vegetables on the bar, a small amount of hot water (no more than 1") may be added to the serving pan.
- ☐ Mashed Potatoes are steamed in the pouch, opened just before serving, and transferred to pan out of view of Guests.
  - ☐ Soup pots sprayed with non-stick spray (just before serving) to prevent ring from forming around pot edge.

## Hot Cook Need to Know Study Guide

---

- ☐ Skillet Cornbread served on the hot bar is displayed in a cast iron skillet on a tile over a hot well or within Guest's reach on the backside of the buffet.
- ☐ Cinnamon Rolls may be served as a hot bar bread product option during the lunch and/or dinner meal periods.
- ☐ Place items with cold accompaniments close to the cold bar accompaniments or in wells closest to the cold bar.

### GC Traditional Favorites

#### Bourbon St. Chicken

- ☐ Only raw chicken thigh meat (1"x1") or thigh strip meat is used to prepare Bourbon St. Chicken, not leftover, pulled chicken.
- ☐ Bourbon St. Chicken is cooked on a flat grill not in a skillet. Cook time is approximately 12 minutes on grill to an internal temperature of 165°F.
- ☐ **Cook 2.5 lbs. or 1 crock of Bourbon St. Chicken at a time.**
- ☐ During the cooking process, all chicken pieces must be touching the grill surface to achieve proper caramelization.
- ☐ Marinated Bourbon St. Chicken is sprinkled lightly with Bourbon St. Seasoning at time of cooking.
- ☐ Cooked chicken is topped with ½ spoonful of hot Teriyaki Sauce just before serving.
- ☐ Always hold Teriyaki sauce to maintain a minimum temperature of 150°F.
- ☐ Shelf life of cooked Bourbon St. Chicken on display is 1 hour.

#### Fried Chicken

- ☐ Fried Chicken breading sifted and water changed in dipping bucket after every case of chicken.
- ☐ All breading is discarded every 4 hours and at end of day. Same breading is never used for different meat products. All breading and batters are covered when not in use.
- ☐ For Fried Chicken, use a 50/50% mixture of 8-piece chicken pieces and leg quarters.
- ☐ Tuck wings after breading.
- ☐ A separate pan of fried chicken legs or wings may be served in addition to the pan of Fried Chicken.
- ☐ Chicken pieces are placed in the fryer in the following order: thighs, legs, breasts, and wings last.
- ☐ Fried Chicken is fried for 14 minutes at 350°F.
- ☐ Shake fry basket after 3-4 minutes of frying to prevent chicken pieces from sticking together.
- ☐ The shelf life of breaded, raw chicken is 5 minutes.
- ☐ Cook to an internal temperature of 165°F.
- ☐ Place chicken in a serving pan with skin-side up.
- ☐ The shelf life of Fried Chicken on display is 30 minutes.
- ☐ Fried Chicken is never held in the food warmer.

## Hot Cook Need to Know Study Guide

---

- ☐ Leftover Fried Chicken must be pulled off the bone the day it is cooked.

### Pot Roast

- ☐ Pot Roast gravy made from pan drippings mixed with enough Brown Gravy to make 4 quarts. Mixture must be no more than  $\frac{3}{4}$  pan drippings and must be at least  $\frac{1}{4}$  freshly prepared Brown Gravy. If there are no pan drippings, it is acceptable to use straight Brown Gravy.
- ☐ Use 4 cups of brown gravy mixture to each full-size pan of Pot Roast (2 whole roasts).
- ☐ Pot Roast is cooked for 11 hours at 300°F and held for at least 2 hours at 165°F as part of the cooking process.
- ☐ Pot Roast vegetables are steamed for 25 minutes in a perforated pan.
- ☐ Remove any fat from roasts when panning and serving.
- ☐ Ensure Pot Roast slices are left whole when serving.
- ☐ Replenish roasts and gravy no more than twice before changing the serving pan.
- ☐ Never stack roasts in display pan.
- ☐ Do not hold Post Roast in food warmer after adding vegetables.
- ☐ The shelf life of Pot Roast on display is 3 hours.

### Meatloaf

- ☐ Meatloaf is topped with enough topping to cover the top of the Meatloaf.
- ☐ Meatloaf may be topped with either Meatloaf topping, brown gravy, or mushroom gravy.
- ☐ Meatloaf is sliced lengthwise down the middle and then sliced 6 times across the width for a total of 14 equal pieces.
- ☐ Meatloaf is baked at 325°F in a convection oven for approximately 1 hour to internal temperature of 165°F.
- ☐ The shelf life of Meatloaf on display is 2 hours.
- ☐ Bake pans of meatloaf upside-down on a wire grate in a baking pan. Make sure that seam of baking paper is on wire grate.

### Pizza

- ☐ **Pizza dough is thawed at room temperature for 30 minutes. A pizza ring is used to create a 1" crust around edge of the pizza. 1 (4 oz.) ladle of sauce, 2 #8 scoops of cheese (1 soup bowl) per pizza.**
- ☐ Baked, sliced pizza is displayed on a clean, solid, round stainless-steel pan for serving.
- ☐ 30 pepperoni slices are used for a pepperoni pizza.
- ☐ 1 cup of meat used for meat pizza.
- ☐ Leave pizza in pan for 30 seconds before cutting.
- ☐ Pizza is cut into 8 slices.
- ☐ Shelf life of raw, topped pizza is 1 hour.
- ☐ Shelf life of pizza crust at room temperature is 1 hour.
- ☐ Shelf life of pizza on display is 30 minutes.
- ☐ Use only thawed cheese, never frozen.

# Hot Cook Need to Know Study Guide

---

## GC On The Go

- ☐ **A designated area of the kitchen is reserved for GC On The Go orders with organized storage for GC On The Go packaging supplies, GC To Go Assembly Posters, and a KDS monitor.**
- ☐ Only designated GC On The Go containers are used.
- ☐ Food off the bar is never used to fill GC On The Go orders.
- ☐ GC On The Go orders are ready 15 minutes prior to pick up.
- ☐ Orders are checked for accuracy by Expediter, then again by Coordinator. All correct sauces, salad dressings, accompaniments, and utensils are verified as well.

## Breakfast

- ☐ Scrambled eggs are cooked in a 12" skillet, never directly on flat grill surface. Cook only one carton of eggs per skillet.
- ☐ Scrambled eggs are never held in the food warmer.
- ☐ Frozen Sausage Patties are cooked on a flat grill before being served in a pan.
- ☐ The following items are repeated on both sides of the bar (except on weekdays in low volume restaurants): Scrambled Eggs, Bacon, Hash Browns, and Biscuits.
- ☐ Hash Browns cooked until golden brown, crispy on both sides, and fully cooked. The shelf life of prepped hash browns is 2 days.
- ☐ Use one crock of prepped hash browns when cooking on the grill or in a large skillet. Use a half crock of prepped hash browns when cooking in a small skillet.

## Buffet Labels and Signs

- ☐ **All food and beverages must be labeled with product name and nutritional information.**
- ☐ Buffet labels are clean and in good condition.
- ☐ Buffet labels are in a 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.

## 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

## Hot Cook Need to Know Study Guide

---

- 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