

Line Person Need to Know Study Guide

Use this information to study for the Line Person Quiz.

General

- All Team Members wash hands every 20 minutes in warm, soapy water for 20 seconds.
- When more than 3 parties are in line, an additional register is opened.
- Where applicable, trays are visible and readily available for all Guests.
- Beverage glasses filled $\frac{2}{3}$ full of ice.
- Ice bin must be at least $\frac{1}{3}$ full for proper cooling.
- Iced Tea brewed in Bunn Tea Machine with 1 filter pack of tea.
- The recipe for tea sweetener is 1 gallon of hot water (from machine) to every 10 lbs. of granulated sugar to make 7 quarts (crock) of sweetener. Recipe can be increased based on restaurant build-to.
- Water temperature for brewing iced tea is 200°-205°F.
- Clean and sanitize the drink machine nozzles and diffusers nightly.
- Disassemble, clean and sanitize the tea urn spigot assembly nightly.
- Do not display ice water but have it available if asked.
- Hand sanitizer stations are located near the line area and near each of two plate stations on opposite sides of the restaurant.
- All Guests are thanked and invited to return as they exit the restaurant.

Line Steps of Service:

- Step 1: Greet the Guests.**
 - All Guests greeted with a smile and eye contact.
- Step 2: Ask the Guest if they have the Rewards app.**
 - Line Person should be well-versed in the GC App and Rewards program.
- Step 3: Suggest or Confirm Beverage.**
- Step 4: Take the Order.**
- Step 5: Invite Guests to the Dining Room.**
 - As necessary, Line Person explains receipts, seating procedures, buffets, and table system to new Guests.
 - Sleeved silverware is handed to Guests at the Line on an approved tray (unless silverware is pre-set on the end of the table for Guests).
 - If beverages are served at the table, Line Person informs Guest that Server will pick up the beverage ticket and bring them their beverage at the table.
 - Thank Guests and tell them to enjoy their meal.
- Step 6: Thank Guests and tell them to enjoy their meal.**

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 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.

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- No hand-written or P-touch labels are permitted.
- Food Allergy door cling is posted.
- Food Allergy Notice and Consuming Raw Meats and Eggs signs are posted on buffet sneeze guard.

GC On The Go

- Line Persons should be well-versed in the GC On The Go Weigh and pay procedures.
- A designated, organized area in the front-of-the-house is used for holding to-go orders for Guest pickup.
- An area is designated for third-party delivery service pickup.
- A variety of to-go containers are visible and available for Guests at Weigh and Pay area.
- All prepared to-go orders are checked by both the Hot Cook and the Line Person for correct sides, salad dressings, sauces, accompaniments, and any utensils.**
- At least two Cambro food carriers (one for cold holding and one for hot holding) are used for holding prepared orders. Hot food is hot and cold food is cold upon pickup.

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

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- Answer questions
- 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