

Wall Chart Test

Revised 10/24

Service

1. The Service standard for drive-thru is 60 / 75 seconds and 90 seconds for the frontline.
2. When bagging sandwiches, do not stack more than 2 high.
3. PMA Rallies should be conducted before each peak period to promote Team Member morale, teamwork and awareness of restaurant goals.
4. When bagging an order, the bag can not be more than 3/4 full.
5. 1 napkin(s) per food item or sandwich are given to the customer in drive-thru.
6. What does the acronym B.L.A.S.T. stand for?
Believe
Listen
Apologize
Solve
Thank
7. The cup should be filled 1/2 full of ice for soft drinks.
8. The DT Cashier makes 2 "trips" out the window to the customer.
9. You should greet customers at the DT menu board within 5 secs.

Morning Prep:

10. Roast Turkey, Corned Beef and Brisket have a shelf life in the cooler of Today+9 days unopened and Today +6 days opened.
11. Sliced deli meats have a hold time of Today +2.
12. Iced tea has a hold time of 12 hrs.
13. Hold cooked bacon for 12 hours at room temperature.
14. The minimum diameter size used for red onion rings is 1 inch (es).
15. Hold iced Turnovers for 7 hours.
16. Turnovers cook for 20 - 25 minutes in a 325 degree oven.
17. True or False? Cooked Pepper Bacon may be reheated and held for an additional 4 hours?
True
18. The icing on a turnover should be the thickness of a #2 Pencil.
19. Round buns have a minimum tempering time of 5 hrs.
20. All frozen pita bread/wraps have a hold time of Today + 3 days.
21. Turnovers must cool for 10 to 15 mins on a cooling rack immediately after baking.
22. Cut tomatoes are to be basket weaved when placed in pan using a grate for drainage.
23. Bun Toaster Platen temp should be 600 degrees and Auxiliary 400 degrees.
24. Bun Toaster crown and heel settings should be 6 crown and 4 heel.

Quality:

25. All roasts should be used within 48 hours after initial cooking.
26. Roast Beef loses 1 ounce for every hour in the Alto Sham/CVAP/CNH.
27. Beef Efficiency standard is 93 to 95 %.
28. Roast Beef requires a minimum of 48 to 72 hours to temper.
29. Stem thermometers are to be calibrated daily to +/- 2 degrees.
30. The shelf life for frozen beef is 3 months.
31. Bacteria grows most rapidly from 41 degrees to 135 degrees.
32. True or False? Fry baskets are to be left in the fryer vat when not in use? **False**
33. Roast Beef cooks at 200 degrees in a Convection Oven with the fan on low.
34. Roast Beef cooks at 250 degrees on "DAYPART" cooking and 200 degrees on "OVERNIGHT" cooking in a Cook and Hold Oven.
35. Roast Beef is pulled at 138 to 143 degrees.
36. Roast Beef on the slicer should be checked every 30 mins for Temperature.
37. When pre-slicing Roast Beef you must pre-warm a ½ sized 4" Stainless Steel pan in holding oven for 10 mins prior to using for pre-sliced Roast Beef.
38. Roast Beef correct degree of doneness is Medium.
39. Beef on slicer must remain at 138 degrees or above.
40. The internal cheese temperature in the cheese pump is 145 degrees.
41. Properly sliced beef will yield 12 slices per 3-ounce portions.
42. If Beef falls between 130 – 137 degrees, immediately reheat to 138-143 degrees.
43. If beef falls below 130 it should be discarded immediately.
44. Half roasts should be placed on the slicer for sales volume of less than \$ \$400.
45. True or False? Do not rotate oil – treat each fry pot independently. **True**
46. What does PPE stand for? P Personal P Protection E Equipment.
47. If opening at 10 a.m. turn on the #1 fry vat at 9:30 a.m.
48. Beef n Cheddar sandwiches have 1/2 ounce of red ranch dressing.
49. Curly Fry hold time is 7 mins.
50. Medium Curly fries should weigh 4.0 to 4.8 when serving including packaging.
51. The temperature of the walk-in cooler is 34 to 40 degrees.
52. Cheddar cups have 1 1/2 ounces or 2 pumps from the cheddar pump.
53. Chicken Filets are cooked for 5:00 minutes at 350 degrees.
54. Jalepeno Bites are cooked for 2:45 minutes at 350 degrees.
55. Mozzarella Sticks are held for 30 minutes.
56. Chicken Tenders cooks for 5:00 minutes at 350 degrees.
57. blue handle tongs are used for uncooked products
58. red handle tongs are used for cooked products.
59. French Fry Quality Check: fries will snap not bend. They should be crisp on the outside and fluffy and full on the inside.
60. True or False? Tongs in the fry freezer should be placed in product with the handle upright.
False

Management:

61. Drive-thru pads are to be scrubbed on Tuesday , & Saturday each week.
62. Inside windows and sills are cleaned on Sunday of each week.
63. DT menu board should be cleaned inside and out on Thursday .
64. The thermostat is set at 68 degrees when the store is closed.
65. Mesh safety gloves are to be worn when cleaning , assembling , and/or disassembling the slicer, when using knives , and when slicing Tomatoes without exception.
66. Deposits must be taken to bank and validated before 11 AM. If not the area supervisor MUST be notified immediately.
67. The Pocket Planner is a system that if used effectively, will help to plan your shifts, set daily and weekly goals and prioritize your tasks.
68. What items go in the 4 hour (blue) cleaning caddy?
1. Chlorinated Cleaner
 2. Slicer Brush
 3. Sani Save no rinse cleaner
 4. H2O Spray Bottle
 5. Peroxide Multi Surface Cleaner
 6. KayQuat Sanitizer Solution
 7. Roll of Paper Towel/ Towels/ Scrub Pad
69. List the 4 Criteria for Success:
1. Learn the Business inside and out.
 2. Win over the people; Be a People Oriented Leader.
 3. Be Frontline Oriented.
 4. Get results every step of the way ...builds credibility.
71. List the 5 Step Training Method:
1. Tell
 2. Show
 3. Let Do
 4. Observe Performance
 5. Praise, Progress
72. List Top 5 Food Safety Practices?
1. Hot Foods hot and cold foods cold.
 2. Clean and sanitize slicer and food contact surfaces
 3. Proper Team Member hygiene, hand washing and glove use
 4. Approved chemicals stored and diluted properly
 5. Record keeping: product temperatures, beef cooking sheet and operations checklist
73. Employees must wash their hands at minimum every 30 minutes .

74. Sanitizer pans should be ____changed____ a minimum of every__hour__ or more often as needed.

75. List the 6 Values with the symbol for each:

<u>Value</u>	<u>Symbol</u>
1. Dream Big	World
2. Work Hard	Book
3. Get it Done	Check Mark
4. Play fair	Ball
5. Have Fun	Smiley Face
6. Make Difference	Hand