

### Closing the Kitchen:

1. What meat option must be checked each night to see if it needs to be cooked overnight?
  - a. Pork. If you think it need to be made, consult with your manager for approval.  
Use Cooking Pork recipe card.
2. Do chip cans and warmers have to be full?
  - a. Yes, both chip cans and chip warmers need to be full. The ONLY exception is if you are cleaning the chip warmers or will be closed for a day or two. In that case, only chip cans need to be full.
3. At what time can the grill be cleaned?
  - a. The grill can be cleaned between 10pm-10:30 pm, only if no more cooking needs to happen that night.
4. What are the proper steps to cleaning the grill?
  - a. Scrap off food particles, turn off grill, apply grill cleaner packet, let sit and bubble for 60 seconds, use orange no scratch pad to scour grill, squeegee grill surface, season surface with oil, empty the grease tray.
5. Do we clean under the equipment and legs each night?
  - a. Yes, this prevents build up on the legs and equipment.
6. What should be done nightly to the griddle and burners?
  - a. The sides, front and back should be wiped down each night thoroughly to prevent build up on this equipment.
7. Should prep be done at night?
  - a. Yes, prep must be done every shift to ensure the next shift starts with a full par level.
8. Can dishes be put away if they are still wet?
  - a. No, dishes must be completely dry before being put away.
9. How do you clean behind the cook line?
  - a. Unhook the equipment table from the wall and pull out to clean wall, floor, back of equipment and then hook equipment table back up.
10. What are the steps to taking out the trash at night?
  - a. Take the trash to the dumpster and make sure it all goes in. Rinse the inside of the trash bins and recycle bins and then rebag for the next morning.
11. How do you close for the night?
  - a. Make sure all dishes are washed thoroughly
  - b. Make sure all dishes are drying properly
  - c. Clean the drain in the dishpit (do NOT leave food in this drain overnight)
  - d. Use steel wool to clean all sinks

- e. Queso pumps must be taken apart and soaked in hot soapy water in a pitcher overnight
- f. Empty all buckets and put rags in hamper
- g. After 11pm Clean kitchen floors (only fill mop bucket 1/8 full of kitchen floor cleaner and the rest of water)
- h. After 11:15 Clean kitchen floors behind the line (make sure front of house is finished cleaning hot wells first)
- i. Between 12am-2am make bar food and CLEAN. Your manager will assign you with a cleaning task for the night
- j. Be sure to empty the warmer into the blast chiller and turn the warmer off before leaving.
- k. Blast chiller and cold line should be the only equipment left on

#### Opening the Kitchen:

- a. Once you've clocked in and washed your hands in the morning, you are ready to start the opening process of the kitchen. What are the first steps of this process?
  - a. **STEP ONE:** Check that all equipment turns on and operates correctly (fryer, warmer (add water to warmer pan), grill (crank the grill to the highest temp), and exhaust system fans and lights then turn on the oven to 300 degrees at 50% humidity.
- b. After you've turned on the equipment, what's the next step in opening the kitchen?
  - a. **STEP TWO:** You should take all leftovers, stir well, and put into the oven. This will include rice, beans, queso, soup and enchilada sauce.
- c. How do you reheat leftovers in the oven?
  - a. Leftovers should be examined to see if they are worth saving. If not, discard and write down the waste. If it's still good, stir the food and put into the oven. Food should be reheated for close to 45 minutes and stirred periodically to prevent burning. The queso and enchilada only need to be reheated for 25 minutes. The queso can then be added to the main batch. Food needs to be temped to make sure it reaches 165 degrees F before putting on the line.
- d. What do you do if there was a pork shoulder in the oven overnight?
  - a. The pork shoulder should be temped to make sure it is at the correct temperature. If it is, put the pan into the warmer. Once morning opening process is finished, you can get the pork out of the oven and use a brown cutting board to pull the pork apart and into a 1/2 pan. The pork will need to have pork sauce added to it, then labeled and put into the blast chiller until it reaches a temperature below 41 degrees. Once this happens, the pork can be moved to the cooler.
- e. Ok, so leftovers are in the oven, what now?
  - a. **STEP THREE:** All dishes in the dishpit that are dry need to be put away to their proper storage location. No prep or cooking can be done until this step is complete.

- f. Once dishes are put away, what is to be completed?
- a. **STEP FOUR:** After dishes have been put away, cooking can begin. Start by preparing any rice and bean backups that will need to be put into the oven once the other food has been reheated. Also, if queso needs to be made, go ahead and begin the batch. Start by oiling the grill and on one side grill onions and on the other grill peppers and onions. Season with salt and pepper. Then in an oiled pan, grill the mushrooms. Once vegetables are finished they can be covered and moved to the hot line. The next thing to be cooked would be pork. Take the backup from the cooler and put about 4 cups onto an oiled grill that is at about 300 degrees. You will reheat the pork to at least 165 degrees F, if the pork seems dry, add 1 cup of pork sauce to it. Add more if needed. Next, you make ground beef. Ground beef is taken from the cooler. It will be cooked with the grill at about a temperature of 350 degrees. Oil the grill, then put the ground beef on it. Use your spatulas to break up the beef finely. Add the GOBO seasoning and enchilada sauce, and add in any leftover ground beef from the night before. Chicken is cooked next. The flat top will need to be at the highest heat setting. You may need to wait for 10 minutes while it heats. Oil the flat top well, and then add 1/2 of a white cambro of marinated chicken to the flat top. Immediately use your spatulas to spread the chicken evenly. Let it sit for about 5 minutes (until it gets a nice brown color on the bottom). Use spatulas to mix the chicken and spread evenly again. Check temp of largest piece of chicken to determine when it is finished. Keep all juices from the chicken to keep it moist. Last you prepare steak and fries at 10:55AM. Steak is quickly cooked on the grill with oil and with GSP (garlic, salt and pepper) added. Take the steak off when there is a tiny amount of pink still visible. The steak will continue to cook fairly quickly on the line.
- g. What do you do in the middle of the cooking process?
- a. **STEP FIVE:** While in the middle of preparing all the fresh food for the lunch shift, the oven will go off letting you know the left over food is ready to be tempered. Check to see if it's at 165 or above. If so, take it out and put out on the line the FOH employee opening the line to check the food. Go ahead and put your rice and bean backups into the oven immediately and switch oven temp from 350 degrees at 100% humidity. Set the timer. Check the food you are cooking on the grill and burners. Constantly stir the queso to prevent burning. If a food delivery truck arrives, diligently get it put away while not disturbing the cooking process.
- h. There are usually three BOH employees, what job descriptions are there?
- a. Cook, Prep and Dish
- i. What does the person in the dish pit do?
- a. Ensure that all sinks are clean before filling sinks. Make sure that the dish cart is in place along with a red trash bin that is lined. Make sure dishes were properly cleaned the night before. Make sure dishes are dry before putting away. Cleaning all dishes that come to the dish pit. Not leaving any dirty dishes before clocking out and re cleaning the sinks again before leaving.

j. Which sink is filled with HOT soapy detergent water in the dish pit? Sink #1

k. Which sink is the rinse sink?  
a. Sink #2

l. Which sink is filled with room temperature sanitizer water?  
a. Sink #3

m. What do you do if the ground beef is dry?  
a. add enchilada sauce to it and put it back on the grill

n. What do you do if the pork is dry?  
a. add pork sauce to it and put it back on the grill

o. What do you do if the queso is yellow?  
a. inform manager and discard. write on waste sheet.

p. What do you do if the food isn't atleast 135 degrees on the line?  
a. inform manager. They will either reheat or throw out.

q. If you are the prep person, what tasks do you complete?  
a. The person prepping will first check if soup needs to be made or reheated. Then they will check to see if enchilada sauce or pork sauce is needed. They will then check to see if Quinoa needs to be made. They will create a prep list for salsas, sauces, veggies and meats and have management look over the prep list before beginning.

r. A BOH employee should never leave unless:  
a. management has approved them to clock out

s. What must be done before a morning shift BOH employee can clock out?  
a. all prep, backups and dishes must be complete before leaving plus kitchen must be cleaned up.

t. What must be done to ALL food that leaves the kitchen?  
a. it must be taste tested for quality and accuracy

u. When a front of house employee calls back for food, what should a BOH employee do?  
a. kindly acknowledge that you've heard the front of house employee and make the food they need.

v. When a front of house employee informs you they are OUT of a certain food on the hot line and there are no backups, what should be your response?  
a. Calmly make or prepare the food without letting your frustration be seen. Once you are able, inform your manager and let the FOH employee know that it is

imperative they call back for food or inform you that they've taken the last backup in a timely manner to avoid these situations.

Closing the FOH:

- a. What should be done to the open tortillas?
  - a. Wrap up tortillas securely.
- b. What should be done at 10:30PM?
  - a. Turn off all hot well knobs and turn off the cold well.
- c. At 11PM, what can the first closer who is responsible for the service line closing tasks do?
  - a. Lids can be placed on the hot items from the line and from the warmer and the pans can be pulled out of the hot well. The hot well can be drained, and the water from the sauce pumps can be poured into the drain as well. Pans need to be labeled correctly. The food can be placed on a cart or in the blast chiller. The lids will need to be opened slightly for proper ventilation. If the bar is going to be serving food, leave out 1 chicken, 1 ground beef and one queso in the food warmer. Veggies, onions, mushrooms, fries and steak can be thrown out and recorded. This should be a small amount since it is the end of the night. Once this task is finished, lids can be placed on all the cold items that will be saved and put onto a cold bar cart. The cart will then be pushed to the salsa bar for the person closing the self service bar.
- d. Once food from the hot line and cold line are put away, what should be done?
  - a. The cleaning process will begin. The cutting board, knives, and serving utensils will be taken to the dish pit. The hot wells need to be cleaned inside and around, plus the sauce pumps. The paninis need to be pulled out and cleaned underneath and on top. Any equipment not needed for bar food must be turned off. To clean the cold bar, use a kitchen hose to rinse out the inside of the bar. If there is no hose, use pitchers of water to rinse it out, then sanitize. Then clean the long cutting boards with detergent and sanitize correctly. Let the cutting boards sit on top of the wells, then clean the countertop. Next, wipe down all storage areas under the line.
- e. Important! What equipment from the front of house must remain on if bar food is being served?
  - a. The food warmer and chip warmer must be kept on.
- f. Someone is working on breaking down and cleaning the line, what can the third closer do?
  - a. Turn off all TVS and lock the door if applicable. Clean all tables in the dining area thoroughly. Sweep the rugs and roll them up, then sweep dining area thoroughly. Use a green mop and mop bucket to clean the dining room floors. When finished with the mop, empty the bucket in the back and rinse the mop with hot water. The mop needs to be hung up to dry.

- g. How does the second closer tackle the self service bar?
- a. At 11PM, the salsa bowls can have lids put on them and they need to be labeled correctly. Then the bowls are removed from the bar and put onto the cold bar cart. While taking the cold bar cart to the walk-in, the serving utensils can be taken to the dishpit. Ice in the salsa well needs to be melted. This is easiest by using a large bucket to scoop out the ice and toss into the mop sink with hot running water. Once ice is low in the well, a hot bucket of water can be poured into the well to completely melt the ice. Clean the inside of the well and make sure the drain is clean in the well and inside the base of the bar. Pour out any left over tea and take the nozzles off and soak in a pitcher of soda water. The tea urns should be taken to the dishpit. Turn off the soda machine and remove the soda nozzles from the drink machine and put into the soda water pitcher. Use a cleaner and towel to wipe the salsa bar surfaces, including the drink machine and tea machine. Last, empty all sanitizer and detergent buckets and put any dirty towels in the hamper.
- h. Should a closer leave when their tasks are finished?
- a. No, closing is a team effort. Once you finish your tasks, you find out how you can assist your other teammates. Closers must all leave together.

Opening FOH:

- a. Where do you clock in?
  - a. The POS. Clock in number is usually the last four digits of your social security number.
- b. What's the first thing you should do when you arrive after clocking in?
  - a. Check the board to see if your manager has requested anything before beginning the opening process. If they have, do your best to do the task asked and erase it from the board once finished.
- c. What does the first FOH 9AM person do?
  - a. The first FOH employee in will begin by opening the self-serve counter.
- d. What is the first step in opening the self-service bar?
  - a. Clean all the sneeze guards and surrounding areas, including the salsa bar base, lid and straw dispensers, and under tea machine and soda machine.
- e. What is the second step in opening the self-service bar?
  - a. Retrieve tea urns and nozzles from dish area, confirm that the urns and nozzles are clean. If they are not, rewash them. Put the nozzles on the urns and put the tea

urns into the machine. One bag of tea goes into the filter for unsweet tea. Once finished, discard the tea bag and put a new one in. Brew the sweet tea and add 6 cups of sugar and stir well with a metal spoon.

- f. While you are brewing tea, what much be done to the soda machine dispensers?
  - a. Re-screw soda nozzles onto the soda machine dispensers and onfirm that ice machine is turned on and making ice, then turn the soda machine on
- g. Once the soda machine and teas are ready for service, what should be refilled?
  - a. Refill products at the self serve salsa bar. This includes, black 2oz cups and lids, eating utensils, splenda, filling up salt and pepper shakers, cleaning and setting out hot sauces, filling drink and water lids and straws.
- h. Once all paper products and condiments have been filled, what is the process of setting up the salsa bar?
  - a. Retrieve 9 clean salsa bowls from the back and any previous salsa stored in the cooler from the night before. Put gloves on before handling the clean bowls and ice. Place the covered salsa bowls into the salsa well in their correct spot. Fill the well using a pitcher and ice from the ice machine. The level of the ice must be to the very top of the salsa bowls and packed tightly. One by one, remove the salsa bowls and replace with the new bowl and refill the salsas. Place a 1oz ladle into each salsa and a set of 6" tongs into the lemon/lime bowl.
- i. Once the salsas are placed into the salsa well, whats next?
  - a. You should cut up any limes/lemons needed for the bowl and make any backups taken from the cooler to fill the salsa bar.
- j. How many backups are needed of each salsa?
  - a. It is best to have two backups of each salsa, but 4 of the red salsa.
- k. What is the next step for the person opening the self-service bar once the salsa bar has been set up and back ups are completed?
  - a. The employee will need to check the levels of soda bibs and make sure there is a backup bib available. They will clean up any spills made during the opening process. Last, bulk paper products that are stored under the salsa bar will need to be refilled.
- l. In what order should the 2nd FOH employee open the service line?

- a. Employee will first clean all sneezeguards and surround areas and equipment. This includes sneezeguards, bases to the line, walls behind the line. While wiping down the chip warmer, the employee will turn it on. While wiping down the panini and the handles, the panini will need to be turned on. Next, wipe down the tortilla warmer and turn it on and make sure it has water in the reservoir.
- m. Once sneezeguards are clean and equipment is clean and turned on, what does the person opening the service line do next?
  - a. They will fill the hot line wells with 1 gallon water each and turn the temperature knobs to 6. (be sure the drain is closed). Next, the sauce pumps will be filled with 2" or water and turned on and set to 3. The employee can then turn on the cold well.
- n. How do you open the cold line?
  - a. Gather clean black cambros needed for the line. Gather the food in the cooler from the night before. Refill the cold line, using the FIFO method. If food is spoiled, throw it out and record. Retrieve the cutting board for the front line and the cutting knife and spatula. Put out lined baskets, and refill the paper bags, plastic bags, squat cups and lids. Fill the red sanitizer bucket and green detergent buckets and add clean towels. Wipe down the line thoroughly and re sanitize the cutting boards.
- o. In what order should the dining area be opened and who should complete this step?
  - a. The tables should be cleaned and chairs should be spot cleaned as needed. Napkin dispensers should be wiped down and filled. The floor should be swept well. Table and chairs need to be put into their proper positions and then rugs should be swept well outside and then put into their proper place. Once this task is complete, the drink cooler can be refilled. Next, turn on all the tvs and make sure they are all working. If not, inform the manager. The person who does this is usually the 3rd FOH employee to arrive.
- p. What task will the 4th and 5th FOH employees complete?
  - a. The 4th and 5th employee will come in and assess what backups will need to be completed for their shift. This includes sour creams, sauces, diced vegetables, lettuce, cheese and guacamole.
- q. What should be done with all hot line food before opening?
  - a. The food should be temped to make sure it is above 135 degrees F and it should be tasted to make sure it tastes correct.
- r. What should be done if the rice looks burnt on top before opening?
  - a. Inform your manager. You can scrap off the top layer of rice. We do not serve rice that is hard or burnt. If the rice cannot be saved, throw it out and record the waste and put out a new batch of rice.
- s. What has to be in the white rice?



- a. Cilantro Lime Rice Spice. If you do not see this in the rice before opening, add 1 1/2 cups to the 1/2 pan and mix well.
- t. What must all food have in it before opening?
- a. Serving utensils, from tongs to ladles and portioning spoons.
- u. What do you do if you think the queso is burnt?
- a. Inform the manager and have them decide what to do with the queso.
- v. What do you do if the pumps are not working properly?
- a. Try to assess the pump and see if it was put together improperly. If this is the case, clean the pump and put it back together correctly. Also, make sure the queso isn't too thick or it will be hard to pump through the spout. Make sure the base is warm on the sides. If it isn't, inform your manager so they can assess the issue.

Cleaner:

1. What is the job duty of a person with the title of "cleaner" at Go Burrito?
  - a. The cleaner is one of the most important people at Go Burrito. Their job is to ensure that the restaurant is always clean and presentable to customers.
2. How do you clean the restrooms?
  - a. First, start by putting on a pair of disposable gloves.
  - b. Gather multisurface cleaner, and two cleaning towels. One towel for toilets, one towel for other surfaces
  - c. Clean mirror, sink, soap dispenser, hand towel dispenser
  - d. Wipe baseboards, walls and doors as needed
  - e. Clean toilet on outside and use toilet bowl brush to clean the inside.
  - f. Remove trash and replace with new bag.
  - g. Wipe down trash bin.
  - h. Use a scrub brush with neutral floor cleaner to clean floor.
  - i. Use squeegee as needed to remove water.
  - j. Add 1 gallon of water to the trap as needed.
  - k. Refill products a. Toilet paper b. Foaming hand soap c. Disposable hand towels
  - l. Check that sink faucet works. If it does not, inform your manager.
  - m. Inform manager of any other abnormalities.
  - n. Clean all restrooms in the same manner.
3. After restrooms are ready, what's next?
  - A. The next thing a cleaner should do in the morning is clean all glass in the restaurant, like windows and doors.
  - B. Then focus on dining areas. Clean all tables properly, then sweep as needed.
  - C. Clean all napkin dispensers and refill.

- D. Refill any paper products needed.
  - E. Bag all trashes.
  - F. Mop any areas needing attention.
  - G. Pick up trash in the parking lot/dumpster areas
  - H. If time permits, deep clean according to manager's desire.
4. What tasks must the cleaner accomplish during business hours?
- a. During service, clean tables and chairs. Empty and bag trashes immediately. Take trays and baskets to the dishpit. Continue to check dining areas and restrooms throughout shift. Wipe down the self service bar every few minutes and refill salsas and make tea. Ask manager if there are other cleaning duties to fulfill.

#### Hot line Operation:

1. What colored handle and amount of scoops do large items with either chicken or steak get?
  - a. Red/2
2. What colored handle and amount of scoops do large items with pork or ground beef get?
  - a. Red/1 heaping
3. What colored handle and amount of scoops do tacos get with any of our meat protein options?
  - a. Yellow/1
4. What colored handle and extra amount of scoops do you give if someone asks for their large item "heavy"?
  - a. Red/1
5. What colored handle and amount of scoops do you give if someone asks for their taco "heavy"?
  - a. Yellow/1
6. How would you disperse scoops if a customer requests a burrito with chicken and steak, not heavy?
  - a. You would give the customer 1 red scoop of chicken and 1 red scoop of steak.
7. How would you disperse scoops if a customer requests a large item with chicken and steak, heavy?
  - a. You would ask the customer which protein they would like heavy, and then give them two red scoops of the "heavy" protein and 1 red scoop of the other.
8. How much does it cost to get an item "heavy"?
  - a. 2.00

9. 9) If someone requests extra rice and already has the proper portion for rice and beans in their burrito, what would 1 green handled spoon full of rice cost?
  - a. \$1
10. If someone requests extra beans and didn't get rice, would you charge them for the extra scoop of beans?
  - a. No, it is no cost because the customer didn't get a scoop of rice.
11. If a customer requests both pinto beans and black beans, what's the proper response to give?
  - a. Are you okay with half scoops of each at no cost? If I give you a full scoop of each it will be \$1 extra.
12. What's the main difference between a salad and a "sloppy"?
  - a. A salad will get more spinach/lettuce as a base and less rice and/or beans. A sloppy will receive the same rice and bean portions as a burrito, with less spinach/lettuce.
13. If a customer orders a salad, what should you ask them first?
  - a. Would you like a bed of lettuce, spinach, or both?
14. Which item is not a large item?
  - a. Tacos & soup
15. Do you give the same rice and bean portions to all large items?
  - a. No, burritos and sloppys are the only large items that receive 4oz (1 green handled scoop full) of the customers choice of rice and beans.
16. How much of the scoop should be full for other large items excluding burritos and sloppys?
  - a. Nachos, quesadillas and salads should have rice and beans in moderation. Start with only a 1/3 of the scoop full for rice and beans.
17. How much rice and beans do you put into a taco?
  - a. Portions should be about an 1/8 of the scoop for each.
18. Do we charge if customers request grilled peppers, onions or mushrooms?
  - a. No, grilled peppers, onions and mushrooms are offered at no extra cost. Portioning for large items is one tong full. Tacos get about a 1/4 of a tong full, or a "pinch".
19. What is the upcharge for a "heavy" taco?
  - a. .75 cents

20. How many ounces is the red handled spoon?
- 2oz
21. How many ounces is the green handled spoon?
- 4oz
22. How many ounces is the yellow handled spoon?
- 1oz
23. What two spoons go into each Cambro of meat on the hot line?
- Red and yellow
24. If someone orders nachos, what's the first question you ask them? And why?
- "Will the nachos be for dine in or take out"? You ask this because if the nachos are for dine in, they will be built in a plastic basket lined with foil. If they are to go, then they will be built in a foam clamshell container.
25. If a customer requests nacho's, with their chips on the side, what is the proper response?
- "I'm sorry but we don't offer nachos with chips on the side. A couple of options are getting your queso on the side, or ordering a "sloppy wet" burrito with a side of chips.
26. How many pumps of queso do nachos get after all is said and done?
- 3
27. When a customer first orders nacho's, you start with a bed of chips. How many pumps of queso initially go on top of the bed of chips?
- 1 (or two half pumps for better esthetics)
28. If a customer orders a salad in a shell, what is the upcharge?
- \$1
29. How do you build a quesadilla?
- You add the protein first, then the other hot items if requested. Everything builds up on one side of the tortilla, like a semi-circle. Items should be spread out and then the empty side folded over to ensure the quesadilla can be heated thoroughly.
30. How do you build our soup?
- Soup starts by getting a 12oz foam bowl. Add 1/2 a scoop of white rice, 1/4 a scoop of black beans, 1 oz of chicken, 8 oz of base, and then the cold items are cilantro, sour cream, corn salsa and cheese.
31. If someone orders the quesadilla with their soup, what comes on it? And what size is it?
- Cheese only; two 6" tortillas
32. What should you do when you take an item from the warmer?

- a. Inform the kitchen what was taken, and how many are left. Repeat this information until a kitchen person acknowledges what you have said.
33. What portion of meat and rice/beans goes into a kids meal?
- a. The same amount as a taco. Only 1 yellow handled scoop of meat. And then 1/8 scoops of rice and/or beans.
34. What items do we not keep backups of in the warmer?
- a. Grilled vegetables and soup. Steak and Pork.
35. What hot line items do you put into a Fajitarito?
- a. A quick dusting of fajita seasoning, 1 scoop of white rice, 1 scoop of black beans, 1 scoop of chicken, 1 scoop of steak, 1 tong full of grilled veggies, 1 scoop of grilled mushrooms, and 1 pump of enchilada sauce
36. What hot line items do you put into an ACP burrito?
- a. 2 scoops of white rice, 2 scoops of chicken, a tong full of grilled onions, and three pumps of queso (on the inside or outside of the burrito). Be sure to always ask the customer right off the gate about their queso.
37. What hot line items go into an Ernie Burrito?
- a. A dusting of fajita seasoning, two scoops of chicken, fries (about 10-15) and one pump of queso
38. What hot line items go into a San Diego Burrito?
- a. Two red handled scoops of steak and about 10-15 french fries
39. What hot line items go into a Hula Burrito?
- a. 1 scoop of white rice, 1 scoop of black beans, 1 red handled heaping scoop of pork
40. What hot line items go into a Chicken Ranch Wrap?
- a. two red handled scoops of chicken
41. What hot line items go into a Greek Burrito?
- a. 1 scoop of white rice, 1 scoop of black beans, 2 red handled scoops of chicken
42. What hot line items go into a Burritohead?
- a. 1 scoop of chicken OR ground beef and 4-5 chips
43. What should you always ask when someone orders an item off of the signature menu?
- a. "Would you like the item the way it comes? It's no problem to add to the item but we would have to charge you differently." If this reply doesn't satisfy the customer you can continue to explain that signature items are priced differently.

44. What circumference are our tortillas?
- 12" flour tortillas
45. What circumference are our taco shell tortillas?
- 6" flour tortillas
46. Do we offer hard shelled taco options?
- No
47. If your store uses a tortilla steamer, what is the secret to using it properly?
- Never hold the steam button down for long. This can and will flood the reservoir and then you can not steam the tortillas at all.
48. What type of seasoning needs to be in a shaker by the hot line?
- Fajita seasoning
49. How many gallons of water should you put into each hot well each morning?
- 1-2 gallons into each well, using a gallon pitcher
50. What main items need to be by the hot line at all times?
- 12" tortillas, 6" tortillas, fajita shaker, fried shells, aluminum foil sheets, clamshells, gloves, taco shell holders
51. Why is it important to constantly stir the food on the hot line?
- It is important because the food needs to maintain temperatures over 135 degrees and it ensures that customers are being served hot food.
52. If a customer is "gluten free" what can you offer them?
- You can offer the customer nachos, but be mindful to explain that our fried flour shells are fried in the same fryer and oil as our chips or You can offer them a "sloppy" burrito since there's no tortilla.
53. We do not make sloppy tacos. What is the only exception to this rule?
- A customer has a severe gluten allergy. In that case, you will put the foil into the taco holder and build the sloppy taco that way.
54. What must go into the white rice and how much per ½ pan?
- Cilantro-lime-rice spice seasoning; 1 ½ cup
55. Do we charge for a tortilla on the side if a customer orders a sloppy burrito?
- No, the customer can have one tortilla at no cost.

#### Cold Line Operation:

1. What is the proper portion for adding guacamole to a large item?
  - 2 scoops from the purple .72oz disher

2. What color and size is the disher used for guacamole?
  - a. Purple; .72oz
3. What is the proper portion of adding guacamole to tacos or a kids meal?
  - a. One yellow handled scoop/ 1 oz portion
4. What is the cost to add guacamole to a large item?
  - a. \$1.50
5. What is the cost to add guacamole to a small item?
  - a. \$ .50
6. What is the cost to add quinoa to a large item and what do you use?
  - a. \$1.00, a red handled 2oz scoop
7. What is the cost to add quinoa to a small item and what do you use?
  - a. \$.50, a red handled 2oz scoop but only a half scoop
8. What cold items go into the Ernie Burrito?
  - a. banana peppers, red onions, pico de gallo, ranch dressing and sriracha
9. What cold items go into the Hula Burrito?
  - a. spinach, corn salsa, banana peppers, 1 pump of sour cream, squeeze of lime and pineapple salsa
10. What cold items go into the ACP Burrito?
  - a. nothing cold goes into the ACP burrito
11. What cold items go into the San Diego Burrito?
  - a. 2 scoops of guacamole, shredded cheese, pico de gallo and 2 pumps of chipotle ranch sour cream
12. What cold items go into the Fajitarito Burrito?
  - a. fresh or pickled jalapenos, shredded cheese and 2 pumps of sour cream
13. What cold items go into the Chicken Ranch Wrap?
  - a. spinach or lettuce, ranch dressing, tomatoes and shredded cheese
14. What cold items go into the Greek Burrito?
  - a. spinach, tomatoes, feta, and black olives
15. What cold items go into the Chicken Tortilla Soup?
  - a. 1 pump of corn salsa, cilantro, shredded cheese and 1 pump of sour cream

16. If a customer orders a San Diego burrito but asks for no guacamole, what do you tell your co-worker on the Panini? And why?
- You tell them it's a San Diego burrito. The customer is still charged the same because they agreed to the price when ordering. Also, signature burritos are already discounted.
17. What is the rule for cold item portioning?
- Always give small tongfuls, and if the customer requests more then you refill the tong and ask if that's good for them, or more.
18. What ounce portion do you get when you squeeze the handle of the sauce guns?
- 1 ounce portion each time, but there must be a black ring around the sauce guns.
19. How many ounces of sauce are you allowed to give a customer before you have to charge an extra \$.50?
- 2 ounces, or 2 pumps
20. If a customer asks if any of the salsas on the line are hot, what should your response be?
- All of our salsas on the line are mild. If you want something a little hotter, we have a habanero hot sauce or a couple really hot salsas on our salsa bar.
21. At what temperature should all items on the cold line remain below?
- 41.9 degrees F
22. About how much shredded cheese goes into a quesadilla?
- 6-8 ounces
23. Do we let customers have their cold items on the side if requested? And if so, what's the limit?
- We do not let customers have all of their cold items on the side. If requested, they may have up to 2 items in the small 2 oz black cups.
24. What do you do when a customer wants to add items to their signature burrito?
- You politely inform the customer that by adding to a signature item the price will increase because our signature burritos are already priced below the build your own price.

#### Food Safety and Sanitation:

- What is a food borne illness?
  - A food borne illness is simply a disease that is carried, or transmitted to human beings by food.
- What are some, at least three, major causes of food borne illnesses?
  - Poor personal hygiene, employees with an infectious illness, improper food handling & storage, unsafe food holding temperatures, unsafe reheating & cooling



of foods, unsanitary dishware, utensils and equipment, cross contamination, and improper chemical storage

3. When is the first time you wash your hands when working?
  - a. Immediately prior to starting your shift.)
4. What other times must you wash your hands?
  - a. When you use the restroom, touch money, food, hair or skin, handle anything that may be dirty, cough sneeze or blow your nose, clean, or take out the garbage.
5. What are the key steps to correctly washing your hands?
  - a. Use warm water. Use soap to build up good lather. Use nail brush to clean nails. Rinse and repeat. Dry hands with a disposable towel or air dryer - never on your apron. Be sure to use the disposable towel to turn the water faucet off.
6. Why do we practice good personal hygiene?
  - a. To help reduce the chances of food contamination or client illness - good personal hygiene eliminates the majority of causes for both.)
7. Should you wear jewelry on the job?
  - a. You should not wear rings or loose jewelry - it can get caught on sharp objects or equipment and cause an injury.)
8. Is it permissible to eat, drink or chew gum while you are working?
  - a. No. Drinks should always have a lid and straw and be stored in the designated area for employee drinks. Eating should only take place during your assigned break and not in the kitchen, other than taste testing.
9. When should you stay home from work?
  - a. If you have the flu, sore throat, fever, diarrhea, vomiting, headache, dizziness, or any potentially contagious illness. Make sure to contact the store manager and let them know in an appropriate timeframe.
10. What are some of the personal hygiene standards that apply in the kitchen?
  - a. Keep your fingernails short and clean. Don't wear fingernail polish or false fingernails. Maintain clean teeth, hair, hands, and body. Use deodorant. Do not wear rings or loose jewelry; it can cause injury by getting caught on sharp objects and equipment. Use cologne or cosmetics in moderation. Never touch your hair or hair net while handling food. Stay at home if you have the flu, sore throat, fever, diarrhea, vomiting, headache, dizziness, or any potentially contagious illness.
11. How do you determine the temperature of food products?
  - a. Use a thermometer.

12. What are the maximum temperatures for safe food storage?
  - a. Milk and milk products should be 40°F or lower. Ice cream should be between 6-10°F and liquid eggs should also be 40°F or lower.)
13. What are some indications that a food may be unsuitable for use?
  - a. Cans are dented, leaky, rusty or are missing labels or if produce shows signs of mold, spoilage or insect damage.)
14. When can cross contamination occur?
  - a. Cross Contamination occurs when you handle two food products back to back without washing your hands, or handle food after handling a piece of equipment that has not been properly cleaned.
15. What are some steps you can take to avoid cross contamination?
  - a. Use separate cutting boards for different types of food. Sanitize thermometers, equipment, and containers after use. Place thawing foods on the lowest shelf in the refrigerator.
16. What information is essential to include on the food label when storing food?
  - a. The name of the food, the date it was stored, the name of the person who made it and the use-by date.)
17. How often do you check the temperature of the freezers and refrigerators and what should their temperature be?
  - a. Check the temperature daily. The refrigerator should be between 35-38°F and the freezer should be between -10-0°F.)
18. What do you do if the temperature of either unit is too low?
  - a. Check and reset the thermostat. If that's not the issue, the store manager should be notified to schedule a repair visit.)
19. At what point should food be thrown away?
  - a. When it gets beyond the use-by or expiration date or if the food has been in an environment where the temp is too high for 2 hours or more.)
20. Where should dry goods be stored?
  - a. In the storage area or a cool and dry place.)
21. Where should chemicals and pesticides be stored?
  - a. Separately from food, either in a different area of the store or at the minimum on the shelves below all food and food items.)
22. How do you pick up ice?
  - a. With a clean scoop or tongs. Do not use your hands or a glass.)

23. Can food or beverages be stored in the ice?
  - a. No, storing food or beverage in the ice can lead to cross contamination.
24. What is the first thing you do after handling chemicals?
  - a. Wash your hands thoroughly.
25. What should you do if cleaning chemicals come into contact with food?
  - a. Immediately throw away any food that comes in contact with chemicals of any kind.
26. How often do you take out the garbage and clean the garbage cans?
  - a. Take garbage out frequently and clean and sanitize garbage cans weekly.
27. Should you feed animals?
  - a. No, never feed animals from the restaurant.
28. When should you sanitize?
  - a. Sanitation solution (spray) should be used on all food contact surfaces after they have been cleaned or when switching from one food product to another.
29. Do you need to rinse after using sanitation solution?
  - a. No rinsing is required. The sanitizing solution is safe to use on all equipment and surfaces that come into contact with food without finishing or wipe down after use.)
30. Where is the sanitation solution kept?
  - a. In plastic spray bottles, accessible anywhere in the kitchen and in small red buckets that must be changed every two hours.
31. How are mops cleaned?
  - a. Wash mops like brushes - in hot water - and hang them up to dry.
32. By what system are products rotated?
  - a. Product is rotated using the FIFO or first-in, first-out system.
33. What do you do if the use-by date has passed?
  - a. Notify the kitchen manager of the issue and discard all the product in the container; the product cannot be used after the use-by date has passed. Waste must be recorded on a waste sheet in the kitchen.
34. When deliveries are received, in what order do products need to be unloaded and placed?
  - a. Walk-in cooler first, then stuff going in the freezer, and the stockroom dry storage last.

35. What type of products absorb odors and flavors from other foods?
  - a. Eggs and dairy products
36. How far off the ground should items in the freezer be kept?
  - a. At least 6 inches off the floor.
37. Can an item be refrozen?
  - a. Once an item has thawed, even partially, it should not be refrozen.
38. Why is it important not to pack the contents in a freezer too tightly?
  - a. Packages packed too tightly in the freezer can cause the contents to defrost.
39. happens if a product is not properly vented?
  - a. Without proper venting, steam will continue to heat the product and it will take approximately twice as long to cool down.)
40. What happens if foil comes in contact with a product?
  - a. It can cause the product to become discolored and possibly spoil.
41. How much space should be left around cooling items?
  - a. Two inches of space between items to allow air to circulate and cool the product.)
42. Do some products take longer to cool than others?
  - a. Yes, large quantities or dense products take longer to cool.
43. Can you put a food product in the walk-in if it is not fully cooled?
  - a. No, all products must be cooled before they are placed in the walk-in.)
44. What other method can you use to ensure food items remain fresh and good tasting for as long as possible?
  - a. Cover them properly.)
45. Why is it important to cover products properly?
  - a. It keeps them fresh and good tasting.
46. What are the training requirements related to kitchen safety?
  - a. All employees receive OJT training on key processes and are tested following OSHA guidelines. The general manager must have ServSafe certification in place and up to date.
47. What action should you take if you see a potential safety hazard?
  - a. Notify a manager immediately. If it is a small issue, correct it and then notify the manager of the problem and solution.

48. What steps do you follow to clean equipment?
- Unplug equipment and disassemble, making sure your hands are dry. Disassemble, wash removable parts, and then stationary parts. Sanitize food contact surfaces. Air dry and then reassemble.
49. What actions can you take to help prevent falls related to spills?
- Wipe up spills as soon as they happen and use the wet floor signs to warn others.)
50. Should you stand on the top of the ladder to reach a high item?
- No. Do not stand on top of the ladder and do not over reach.
51. Is it okay if your hands are wet when you use electrical equipment?
- No. Do not use electrical equipment if your hands are wet or if you are standing in water.
52. Why should you not yank plugs out by the cord?
- This can cause damage to the cords, which may then cause shocks. Damaged or worn plugs and cords should be reported to your supervisor.
53. What questions should you ask yourself before lifting something heavy?
- Do you need help? Could you use a cart? Where is it going and what's the best route?
54. What is the most important thing to remember when lifting a heavy item?
- Spread feet apart, shoulder width. Put one foot slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin.
55. What should you avoid when lifting a heavy item?
- Lifting and twisting at the same time
56. What should you do when setting down an item?
- Bend your knees slowly and smoothly.
  - Slide load into place; watch your fingers and toes.
57. What is the best way to move a cart?
- Push slowly and smoothly, rather than pulling and avoid sudden motions or twisting your back.)
58. How do you prevent cuts in a kitchen?
- Pay attention when using sharp equipment, never touch the edges of sharp blades.

59. Do you cut toward or away from yourself?
- Always cut away from yourself and others.
60. What items do you use when cutting besides the knife?
- a cutting board with a damp towel under it and no-cut gloves if available.
61. What do you do if you drop a knife?
- Wait until it lands to carefully pick it up. Never try to catch a falling knife.
62. How do you prevent burns?
- Pay attention when working around hot equipment. Always alert other employees when carrying hot foods by saying, "HOT FOOD" or "BEHIND YOU." Avoid overcrowding range tops. Use dry potholders. Keep pot handles turned in from the edge of the range and open flames. Avoid overfilling containers with hot foods. Get help lifting heavy pots of hot foods. Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn. Stir foods with long-handled spoons. Warn others of hot surfaces. Let equipment cool before cleaning, and do not use wet rags. Wear closed-toe and closed-heel shoes that do not absorb liquids. Metal containers, foil or utensils should never be used in microwaves. Warn guests of hot dishes.
63. How do you open a container that may steam?
- Open it away from you so that the steam can escape without burning you.
64. Why do we keep equipment clean and prevent grease build-up?
- Grease build up is a frequent cause of food service fires.
65. What common materials should you keep away from heat, such as a stovetop?
- Matches, garbage, chemicals, and any other flammable materials.
66. What is the first thing to do when using chemicals?
- Carefully read the labels and follow the directions for proper storage, handling and use of all chemicals.
67. What should you do if you have questions or concerns about using a certain chemical product?
- Ask the restaurant manager to clarify the usage for you.
68. Where should chemicals never be kept?
- In or close to food storage, preparation or serving areas, or in unmarked containers.
69. What is the MSDS?
- Material Safety Data Sheet - explains the hazards and precautions required with a specific chemical.

70. What types of information will you find on an MSDS?
- Fire hazards, health hazards, spill precautions and special protection measures.
71. What safety equipment may be required when working with chemicals?
- Gloves, face shield, shoes.
72. What is the biggest problem with mixing raw foods together with cooked food?
- cross contamination
73. Cockroaches like areas that are:
- warm, dark and moist
74. Physical contaminants impose a risk if consumed.
- A glass bottle breaks by the cold line. Should you pick out
75. any pieces of glass you find in food and assume the food is okay?
- no, throw out and record all food that could be contaminated
76. Is it okay to touch meat on the hot bar and then using the same gloves touch anything on the cold bar?
- no, this causes cross contamination
77. Anytime you sweep or touch the phone you should:
- wash your hands
78. Who is allowed to touch the chip scoop:
- only someone without gloves on. If you touch it with gloves on then you are contaminating your gloves
79. How often should temperatures be checked?
- the best practice is to check food temperatures every four hours
80. How do you prevent food allergens from being transferred to food?
- clean and sanitize utensils before use
81. What should food handlers take off after prepping food and before using the restroom?
- their apron
82. What is the maximum temperature for cold TCS food?
- 41 degrees
83. What is the minimum internal temperature for hot holding hot TCS food?
- 135 degrees
84. If you cut your finger, what should you do?

- a. wash hands and clean the cut. Put on a bandage and an impermeable finger cot with a single use glove.
85. What are some bad habits that impose hazards to food safety?
- a. scratching your scalp, running fingers through hair, wiping or touching nose or face, rubbing your ears, touching pimples or infected boils, wearing or touching dirty clothing, wearing apron to the restroom, coughing or sneezing on your hands
86. Food contact surfaces that are in constant use must be cleaned and sanitized every:
- a. 4 hours
87. How do you properly clean and sanitize a prep table?
- a. remove all food particles, then wash the area, rinse the area, spray with sanitizer and let it air dry