



Certification 5

Dining Room Attendant



Total Time 60 min	Employee		Store		Date	/	/
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Instructions: To complete the Certification, the manager will do a general review of the Team Member's performance.

The trainee score at least **7 of 8** (80%) to be certified in their position. If their score is less than 80%, the Team Member will need to review all training material and reschedule the certification process with the manager.

Manager Certification Check List

In order to confirm the Team Member has been certified as a Dining Room Attendant the Manager will confirm, through the check list below, that the Team Member has been thoroughly trained and has the knowledge of the position.

- 1. General Knowledge** Yes No
 - Has an understanding of position responsibilities and is knowledgeable of our Mission & Values. Knows how to wash, check and clean work area, and knows their work station tools.
 - Has knowledge of position responsibilities. Uses correct uniform, visor and name tag. Knows the Shakey's menu.
- 2. Dining Room Attendant Characteristics** Yes No
 - Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye. Supports others members when necessary.
- 3. Work Station Set-up and maintenance** Yes No
 - Knows how to set up bussing station or cart. Knows how to set-up drink area, utensil area, and dine-in table. Maintains proper maintenance and cleanliness of stations.
- 4. Outside/Entrance** Yes No
 - Maintains proper cleanliness of restaurant exterior.
 - Cleans walkways, landscaping, trash cans, curbs, and parking blocks.
 - Observes for graffiti, cleans doors and windows, smudges and fingerprints.
 - Cleans door frames, and handles.
- 5. Drink Area** Yes No
 - Confirms that works station is thoroughly stocked.
 - Confirms that napkins, straws, and cup tops always available.
 - Checks soda bags and replace when necessary; checks ice dispenser and refills.
 - Wipe down surfaces with sani-towel.
- 6. Dining Room/Patio** Yes No
 - **Pre-Bussing**
 - Clear the table; removes utensils, plates, cups, pans and trash. Wipes table with a clean, sanitized damp towel
 - **Bussing**
 - Re-sets the table set-up and re-stock when needed. Wipes chairs, sweep floors and removes paper and debris from the floor.
 - **Restrooms**
 - Sweep and/or mop floor, places "wet floor" sign near the restroom when wet.
 - Sinks, urinals and toilets should be clean and odor free.
 - Cleans sinks, urinals and toilets with rubber gloves; uses the correct brushes and chemicals.
 - Re-stock all paper products (tissue, paper towels, etc.).
 - Cleans mirrors and confirms they are free of water spots and smudges.
 - Removes trash cans, observe for graffiti and always checks and refills soap dispensers.
 - **Game room**
 - Remove trash from the floor.



60 min

	<ul style="list-style-type: none"> ○ Cleans games to remove smudges and fingerprints. ○ Clean game seats, handles, and controllers with the sanitized towel. <p>7. Guest's Situations Resolution <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the Shakey's Problem Solving System. Listens, Apologize s, Solves, Thanks.</p> <p>8. Open and Close <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> • Has thorough knowledge of opening and closing procedures.
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Total Time	Name of Manager/Trainer Certifier	Trainee initials	Passed/ Completed
			_____% <input type="checkbox"/> Yes <input type="checkbox"/> No

<p>General Comments (recommendations, suggestions for improvement, etc.):</p>
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