








Store: \_\_\_\_\_

Team Member: \_\_\_\_\_



# 12 Buffet Attendant Module

Total Time	Course/Topic	Trainer/Manager	Trainee initials	Date	Passed/Completed
2-4 days (8-16 hrs)					
	<b>1 Buffet Tools</b> <b>2 Buffet Station Set-up</b> <b>4 Buffet Station Maintenance</b> <b>4 Rice</b> <b>5 Baked Chicken</b> <b>6 Mash Potatoes</b> <b>7 Gravy</b> <b>8 Pasta</b> <b>9 Pasta Sauce</b> <b>10 Vegetables</b> <b>11 Garlic Bread</b> <b>12 Opening the Buffet Station</b> <b>13 Closing the Buffet Station</b>				
 Guide Review 30 min		<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
 Module Video 10 min	<b>14 Buffet Training Video</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
 Practice 3 Hrs	<b>15 Buffet Hands on Training</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
 Module Quiz 20 min	<b>16 Buffet Quiz</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___ %
 <b>Certification</b> 60 min	<b>Manager Certification Check List</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___ %

<b>General Comments about the trainee</b> (recommendations, opportunities, points that needs to improve, abilities etc.)	<b>General Score</b> <input type="text" value="___"/> % <b>Passed</b>
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# 12


## Buffet Attendant Module





A Buffet Attendant is responsible for providing our guests with the highest quality in Bunch of Lunch™ buffet according to the Shakey's® standards, Consistency and Speed. Secondary responsibilities include proper maintenance and cleaning of the station and performing other duties as assigned. May also assist the Pizza Cook or Fry Cook

**Description of training:** The Buffet Attendant training Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of Buffet Attendant Service Sequence. The Buffet Attendant Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of the Buffet Attendant position. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**

<b>2-4 days (8-16 hrs)</b>	<b>Training Program</b>
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60 min	Buffet Station Guide Review	Resource	Main Goal:
 Station Guide Review	<b>1 Buffet Tools</b> <b>2 Buffet Station Set-up</b> <b>4 Buffet Station Maintenance</b> <b>4 Rice</b> <b>5 Baked Chicken</b> <b>6 Mash Potatoes</b> <b>7 Gravy</b> <b>8 Pasta</b> <b>9 Pasta Sauce</b> <b>10 Vegetables</b> <b>11 Garlic Bread</b> <b>12 Opening the Buffet Station</b> <b>13 Closing the Buffet Station</b>	Station Guide	The trainee will review all basic standards required of the position. The trainee will review all procedures, specs charts, recipes, and responsibilities specific to their position.
	Comments:		

Module Video 10 min	Module Video	Resource	Main Goal:
 View Training Video	<b>Buffet Station Training Video</b>	Video	The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job.
	Comments:		

Practice 6 hrs	Training	Main Goal:
	<b>Buffet Attendant Hands On Training</b>	The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools
	Comments:	

**We strongly recommend training the Buffet Attendant at least one day (3hrs) opening the station and (3hrs) closing the station according with his/her performance.**

**Buffet Attendant Tools.**

Review, Practice and Feedback

The Team Member will learn their tools to prepare, set-up and maintain his/her station

**Buffet Station Set-up**

Review, Practice and Feedback

The Team Member will learn how to set up their work station.

- Learn Buffet Distribution
- Review food storage and recipes
- How to clean and sanitize tools and Buffet Line before starting
- Review the importance of following the same routine every day
- Checks preps back-ups in the walk-in
- The trainer will explain how to fill the steam line of the buffet with water.
- The trainee will learn how to place the insert pan into the Buffet.
- The Team Member will learn the different serve-ware of the station (tongs, ladles, spoons etc.)
- Will review how to maintain all maketable inserts pans filled properly and with the right temperature during business hour.
- Will review the importance of use the Hot Pads Gloves to prevent Burns.

**Buffet Menu and Recipes**

Review, Practice and Feedback

The Team Member will learn the buffet menu and the proper way to prepare each item.

- Pizza
- Chicken
- Mojo's
- Rice
- Baked Chicken
- Mashed Potatoes
- Gravy
- Pasta
- Pasta Sauce
- Vegetables
- Corn
- Garlic Bread
- Dessert Pizza



Practice

**Maintaining Buffet Station**

Review, Practice and Feedback

The Team Member will practice buffet maintenance procedures

- Check cold food temperature on maketable (40°F) and Frozen food temperature in freezer (0°F)
- Verifies all inserts pans are properly filled and with the correct temperature.
- Uses a sanitizing wipes to sanitize the thermometer before check each product
- Check the hot temperature of the buffet (140°F)
- Cleans spills on the sides of the insert pans regularly and when need it
- Uses a Hot Pad Glove to fill the buffet station
- Properly fills containers (do not over fill)
- Never lets the product go below half full
- Stirs each product regularly (every 15 minutes)
- Changes utensils as need it
- Checks the shelf life of each product and discards it when necessary
- Replaces any items that are not visually appealing

- Change the inserts pans and replaces the Gird of the chicken and Mojo®s
- Does not place new product on top of older product

**Close Buffet Station**

Review, Practice and Feedback

- Removes Insert Pans from Buffet Line, covers and labels and Cooling the remaining products properly following the Food Safety procedures.
- Discard all lapsed product.
- Cleans and Sanitizes the buffet line and drains the water of the Buffet Line.
- Clean and Sanitize make table
- Sweep Floors
- Mop Floors

**Proper Food Cooling**

Review, Practice and Feedback

The Team Member will discuss the importance of Cooling hot food and the Food Safety Regulations.

- Removes Insert Pans from Buffet Line
- Covers and labels the remaining food.
- Cooling the food into a sanitized bus-tub with ice
- Wait until the temp is 70°F.
- Store in walk-in
- Food must be cooled from 135°F to 70°F (50°C to 21°C) within 2 hours. And from 70°F to 41°F (21°C to 5°C)

**Important:** It may be necessary to repeat the training in detail two or three times before beginning the certification process.

**Buffet Prepping and Set Up**

- Buffet Closing
- Cooling Food.

**General feedback and comments**

Comments:

▷ **Instructions:** Complete before taking Buffet Attendant quiz.

**Note:** The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

**1. You must wash your hands when you...**

- After you go to the restroom.
- Count your register.
- Every time you change work stations.
- All of the Above

**2. What are the responsibilities of a Buffet Attendant?**

- Coordinates and performs daily food preparation for the buffet.
- Coordinates and perform closing procedures for breaking down and cleaning the buffet area.
- Set up and restocking the buffet line
- All of the above.

**3. What does FIFO mean?**

- The First In, First Out method of stock rotation.
- Always use newer product.
- Throw away older product.

**4. During the buffet what product should you concentrate on when you see a larger group of people waiting in line?**

- One topping Pizzas
- Gravy
- Mojo's Potatoes

**5. Why it is necessary to stir each product in the Buffet Line at least every 15 min?**

- To conserve the temperature and consistency.
- It is not necessary to stir each product
- To conserve the flavor of food.

**6. True or false: You can consolidate partial pizzas and place at the front of the buffet to maintain a fresh buffet?**

- True.
- False.

**7. True or false: As the Buffet Attendant you should start cooking pizzas before you starting cooking other items, such as rice and mash potatoes.**

- True.
- False.

**8. True or false: Pizza, chicken and Mojo's® are not items on the buffet.**

- True.
- False.

**9. In the cooling process, you have to place container of food into a bust-stub with ice, until temperature reaches 70°F within 2 hours ?**

- True
- False

**10. What must you always stock new product under older product?**

- Because the old product should go out first (FIFO).
- Because the old product does not have the right temperature.

**11. What are considered bad habits when prepping food?**

- 
- Wiping or touching your nose
  - Touching your face or scalp
  - Wearing a dirty uniform
  - All of above

**12. Why must you follow the same routine every day when preparing the buffet?**

- To reduce time and keep consistency of product.
- You do not need to follow the same routine every day.

**13. What is the proper phrase to use when refilling the buffet?**

- Politely say, "excuse me".
- "Sorry".

**14. What is the proper way to wash your hands?**

- 1 Wet your hands with warm water; 2 Apply soap; 3 Vigorously scrub hands and arms (10-15sec); 4 Dry Hands and Arms with single use towel.
- 1 Vigorously scrub hands and arms (10-15sec); 2 Apply soap; 3 Wet your hands with warm water; 4 Dry Hands and Arms with single use towel.
- 1 Dry Hands and Arms with single use towel; 2 Apply soap; 3 Wet your hands with warm water; 4 Vigorously scrub hands and arms (10-15sec).

**15. Why is important to have back-ups of ingredients and utensils during high business hours?**

- To prevent cross contamination
- To reduce time of making new ingredients.

**16. What should you do when you sneeze?**

- Cover your mouth with your t-shirt
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

**17. What does cross contamination mean?**

- When disease-cause microorganisms are transferred from one food or surface to another.
- Cross contamination never happens at restaurant.
- When you use the same cutting board to cut different types of vegetables.

**18. How can you confirm the sanitizer will be effective?**

- Temperature and Concentration (PPM: parts per million)
- The color and odor.

**19. Why is necessary to keep your face and arms away from steam?**

- To prevent burns; the steam on stove and Buffet line and hot liquids and may cause burns.
- It is not necessary.

**20. True or false: It is okay to use a towel when removing hot items from the buffet.**

- True.
- False.



# Manager Certification Check List

12



Buffet Attendant

<b>Total Time</b> 60 min	<b>Employee</b>		<b>Store</b>		<b>Date</b>	/	/
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**Instructions:** To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (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 their manager.

## Manager-Trainer Certification Check List

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

### 1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.

### 2. Knows work station set-up Yes No

- Maintains Sani-Bucket
- Maketable Distribution
- Does the proper maintenance and cleaning
- Follows the FIFO method to use
- Prepares and stores preps/toppings
- Maintains all maketable inserts pans filled properly and at the correct temperature
- Cleans the utensils after work
- Always ready for revenue (fundraiser, buffet, parties etc.),
- Follows the same routine every day
- Knows how to fill the steam line of the buffet with water.
- Knows how to place the insert pan into the Buffet.
- Knows the different serve-ware of the station (tongs, ladles, spoons etc.)
- Wears Hot Pads Gloves to prevent Burns.

### 3. Buffet Menu and Recipes Yes No

- Knows Buffet Recipes:
  - Pizza
  - Chicken
  - Mojo's
  - Rice
  - Backed Chicken
  - Mashed Potatoes
  - Gravy
  - Pasta
  - Pasta Sauce
  - Vegetables
  - Corn
  - Garlic Bread
  - Dessert Pizza

### 4. Maintaining Buffet Station Yes No

- Knows how to maintain the Buffet Station during Business Hours
- Check cold food temperature on make table (40°F) and Frozen food temperature in freezer (0°F)
- Maintains all inserts pans are filled properly and at the correct temperature.
- Uses a sanitizing wipes to sanitize the thermometer before checking each product



60 min

	<ul style="list-style-type: none"> <li>• Checks the hot temperature of the buffet (140°F)</li> <li>• Cleans spills on the sides of the insert pans regularly and when need it</li> <li>• Uses a Hot Pad Glove to fill the buffet station</li> <li>• Properly fills pan containers (does not over fill)</li> <li>• Never lets the product go below half full</li> <li>• Stirs each product regularly (every 15 minutes)</li> <li>• Changes the utensils as need it</li> <li>• Checks the shelf life of each product and discards when necessary</li> <li>• Replaces any items that are not visually appealing</li> <li>• Change the inserts pans and replaces the Gird of the chicken and Mojo®s</li> <li>• Does not dump new product on top of older product</li> </ul> <p><b>5. Knows how to Close Buffet Station</b></p> <ul style="list-style-type: none"> <li>• Removes Insert Pans from Buffet Line, covers and labels. Cools remaining products properly, following the Food Safety procedures.</li> <li>• Discard all unused product.</li> <li>• Cleans and Sanitizes the buffet line and drains the water of the Buffet Line.</li> <li>• Clean and Sanitize maketable</li> <li>• Sweep Floors</li> <li>• Mop Floors</li> </ul> <p><b>6. Know how to Properly Cool Food</b></p> <ul style="list-style-type: none"> <li>• Knows how to cooling the food following the Food Safety Procedures <ul style="list-style-type: none"> <li>○ Removes Insert Pans from Buffet Line</li> <li>○ Covers and labels the remaining food.</li> <li>○ Cools food using a sanitized bus-tub with ice</li> <li>○ Waits until the temp is 70°F.</li> <li>○ Stores in walk-in</li> <li>○ Food must be cooled from 135°F to 70°F (50°C to 21°C) within 2 hours. And from 70°F to 41°F (21°C to 5°C)</li> </ul> </li> </ul>
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Total Time	Name of Manager/Trainer Certifier	Trainee initials	Passed/Completed
			_____ % <input type="checkbox"/> Yes <input type="checkbox"/> <b>No</b>

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