



GENERAL MANAGER - CERTIFICATION

LEADING GUEST SERVICE

ASK:		NOTES
Recite the Fuzzy's Taco Shop promise & mission.	<input type="checkbox"/>	
Explain the philosophy behind "Guest" service vs. "Customer" service.	<input type="checkbox"/>	
Explain each letter of L.A.S.T guest satisfaction technique	<input type="checkbox"/>	
What are some suggestions you would make for a guest ordering with the following dietary concerns: <ol style="list-style-type: none"> 1. Gluten Free 2. Vegetarian 3. Dairy Allergy 	<input type="checkbox"/>	
What indicators of quality are essential for food coming out of the window and being served to guests? <ol style="list-style-type: none"> 1. Presentation & Appearance 2. Quality & Freshness 3. Temperature 	<input type="checkbox"/>	
OBSERVE:		
Demonstrate the ability to comfortably "touch tables" and interact/checking on guests in the dining room. <ol style="list-style-type: none"> 1. Visiting guests during their meal to check on them 2. Dealing with complaints 3. Ensuring the guests have a clean and friendly space to enjoy their meal 	<input type="checkbox"/>	
Role models greeting guests with a smile, making eye contact, and saying "Hi, welcome to Fuzzy's."	<input type="checkbox"/>	
Ensures the team is friendly and engaging with guests	<input type="checkbox"/>	
Identifies bottlenecks, (either at counter, bar, or window) and coaches team members as needed to remedy.	<input type="checkbox"/>	



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<p>Demonstrate the steps of Fuzzy's steps of service (order taking) as if you were serving a first-time guest.</p> <ol style="list-style-type: none">1. What will you upsell?2. Offering a drink3. Explain the process of receiving their order4. Thanking the Guest	<input type="checkbox"/>	
<p>Demonstrate the ability to efficiently run the expo window.</p> <ol style="list-style-type: none">1. Identifying food issues with food going out of the window2. Ensuring food is being made in a timely matter3. Delivering food to the correct guest and organizing the expo window	<input type="checkbox"/>	



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FOOD KNOWLEDGE / ABILITY

ASK:		NOTES
Describe how to prepare Brisket for overnight cooking. <ol style="list-style-type: none"> 1. How much seasoning to water. 2. What is the temperature for a 6 hour cook time? 3. What is the temperature for an overnight cook? 4. What is the proper way to let the morning crew know there is brisket in the oven overnight? 	<input type="checkbox"/>	
Explain (or demonstrate if possible) the proper steps to set up the Line for service.	<input type="checkbox"/>	
Explain the importance of having Cilantro Lime rice and Black Beans in the back of the steam well? <ol style="list-style-type: none"> 1. What other item in the steam well is vegetarian? 2. Why should rices get places in amber pans and/or get double boiled? 	<input type="checkbox"/>	
Explain (or demonstrate if possible) the proper steps to close down the line for closing.	<input type="checkbox"/>	
OBSERVE:		
Demonstrate how to make a Taco to weighted spec. <ol style="list-style-type: none"> 1. Build order & Why 2. Ounces of each ingredient 3. Why do you put the garlic sauce in a circle? 4. How is the build different for a crispy vs. a soft shell? 	<input type="checkbox"/>	
Demonstrate how to make a combo Fajita Plate to plated spec. <ol style="list-style-type: none"> 1. Plating order & Why 2. Ounces of each ingredient 3. How do you prevent cross contamination while cooking this item? 4. How many flour tortillas come with a plate? How many pieces of shrimp go onto a shrimp fajita plate?	<input type="checkbox"/>	
Demonstrate how to Prep for the line, a batch of Brisket or Shredded Chicken. <ol style="list-style-type: none"> 1. How much Butt Burnin & Fuzzy Dust? 2. How many times can something be reheated? 3. What temperature should all items be heated? 	<input type="checkbox"/>	



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<p>Demonstrate how to make a Burrito to weighted spec.</p> <ol style="list-style-type: none"> 1. Build order & Why 2. Ounces of each ingredient 3. Can a guest get double rice in a burrito? 4. How many shrimp go into a burrito? 5. On a smothered burrito how many ounces of sauce go on top? 6. Of all the sauces that go on top, which one does not get shredded cheese? 	<input type="checkbox"/>	
<p>Demonstrate how to make a plate of Nachos to weighted spec.</p> <ol style="list-style-type: none"> 1. Build order & Why 2. Ounces of each ingredient 3. How are Nachos packaged To-Go? 	<input type="checkbox"/>	
<p>Demonstrate how to make any 2 of these items:</p> <ol style="list-style-type: none"> 1. Beef enchilada sauce. 2. Green enchilada sauce. 3. Cilantro lime rice. 4. Mix-Mex rice. 5. Garlic Sauce. 	<input type="checkbox"/>	
<p>Demonstrate how to turn on the grill and fryer.</p> <ol style="list-style-type: none"> 1. How do you make sure the flame is lit? 2. How to get it re-light the pilot. 3. What temperature should the grill be set? 	<input type="checkbox"/>	
<p>Demonstrate how to make Tortilla Chips & Crispy shells</p> <ol style="list-style-type: none"> 1. How long do you fry the chips? 2. How long do you fry crispy shells? 3. When is the best time to fry your chips and crispy shells, in regards to shelf life? 	<input type="checkbox"/>	
<p>Demonstrate how to make an Enchilada Plate to plating and weighted spec.</p> <ol style="list-style-type: none"> 1. What sauces go on each enchilada? 2. Explain the difference in plating a combo plate. 3. Which enchilada gets fuzzy dust on top, and why? 	<input type="checkbox"/>	



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Demonstrate to me how to make a Cali Heat taco to weighted spec. <ol style="list-style-type: none">1. Build order & Why2. How many ounces (or pieces) of each ingredient	<input type="checkbox"/>	
Demonstrate how to make a Quesadilla to plating and weighted spec. <ol style="list-style-type: none">1. How should the tortilla look once it is complete on the grill?2. What two sides go on the plate?	<input type="checkbox"/>	
Demonstrate how to make Huevos Rancheros to plating spec. <ol style="list-style-type: none">1. Verify ability to cook over medium eggs2. Build order & why	<input type="checkbox"/>	



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SAFETY & SANITATION

ASK:		NOTES
What is the required minimum temperature when food is being reheated & held? 1. What is the temperature danger zone? 2. What is the temperature danger zone range?	<input type="checkbox"/>	
Explain the proper way to cool the following freshly prepared menu item: 1. Enchilada Sauces 2. Rices 3. Brisket or Pork 4. Special Ground Beef or Chicken	<input type="checkbox"/>	
Explain proper procedure when introducing a new chemical in the restaurant. 1. How would they train the staff? 2. Where would they put safety info regarding the chemical? How would/can that info be obtained?	<input type="checkbox"/>	
Name & explain the Major UL Everclean criticals.	<input type="checkbox"/>	
Explain the correct way to respond to an UL EverClean audit. 1. How do you create a Corrective Action Plan (CAP) for the UL EverClean Audit? 2. How long does that location have to respond to a UL EverClean audit?	<input type="checkbox"/>	



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<p>What are the types of food contamination?</p>	<input type="checkbox"/>	<ol style="list-style-type: none"> 1. 2. 3.
<p>Name 5 ways to prevent cross contamination.</p> <ol style="list-style-type: none"> 1. Explain the different color cutting boards and what items they should be used for. 2. What is each fryer used for? 3. How to prevent Cross Contamination on the grill between cooking different menu items. 	<input type="checkbox"/>	
<p>How far off the ground should food be held in the dry storage?</p> <ol style="list-style-type: none"> 1. How far off the ground must things be held in the walk-in cooler? 2. What about the freezer? 	<input type="checkbox"/>	
<p>Explain how to correctly thaw frozen menu items.</p> <ol style="list-style-type: none"> 1. Pollock & shrimp 2. Brisket & Pork 3. How long does it take to naturally thaw a pork butt or brisket in the Walk-in Cooler? 	<input type="checkbox"/>	
<p>What is the proper way to receive items:</p> <ol style="list-style-type: none"> 1. That come in a wood or plastic crate 2. That come in a plastic bag 	<input type="checkbox"/>	
<p>Explain how often you should change gloves.</p> <ol style="list-style-type: none"> 1. What should they do before putting a new pair on? 2. Can they use hand sanitizer instead? 	<input type="checkbox"/>	
<p>How often must pest control treat your restaurant?</p>	<input type="checkbox"/>	
<p>What do you do if there is a food safety issue? (i.e a guest claims they received food poisoning)</p>	<input type="checkbox"/>	



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OBSERVE:		
Demonstrate how to properly wash hands. <ol style="list-style-type: none"> 1. What is the correct temperature of water for hand washing? 2. How long should it take the water to get to that temperature? 3. Length of time required to properly wash hands? 	<input type="checkbox"/>	
Demonstrate completion of the Line Check. <ol style="list-style-type: none"> 1. Are they temping the item correctly? 2. How can they use the same thermometer for different products? 3. How do you calibrate a thermometer? 4. How often should a temp log be completed? 5. Philosophy of Line Check vs. Temp Log 6. How many days' worth of line checks must be kept in the store? 	<input type="checkbox"/>	
Demonstrate how to make a sanitizer bucket. <ol style="list-style-type: none"> 1. How do you test the sanitizer? 2. What kind of sanitizers are there? And what kind do you have? 3. How many PPM should it be? 4. What should the water temperature be? 5. How many rags per bucket max? 	<input type="checkbox"/>	
Demonstrate knowledge of the proper hierarchy of food. <p style="text-align: center;"><u>EXAMPLE:</u></p> <p style="text-align: center;">Have MIT Draw a table with correct hierarchy OR Move 10 items in the walk-in cooler and have the MIT fix the hierarchy.</p>	<input type="checkbox"/>	
How to cool down a freshly prepared menu item: <ol style="list-style-type: none"> 5. Enchilada Sauces 6. Rices 7. Brisket or Pork 8. Special Ground Beef or Chicken 	<input type="checkbox"/>	



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OPERATIONS

ASK:	NOTES	
Explain/discuss some common areas/equipment that should be on a weekly deep clean list: <ol style="list-style-type: none"> 1. How will you ensure they will be completed to your standards? 2. What are the target areas? 3. Who is responsible for completing these tasks? 	<input type="checkbox"/>	
Explain how to handle, the following when receiving PFG orders, and who to call: <ol style="list-style-type: none"> 1. Food that was delivered and accepted already out of date? 2. Rusted or dented cans. 	<input type="checkbox"/>	
Walkthrough the steps you would take when dealing with employee disciplinary issues. <ol style="list-style-type: none"> 1. What is documented? 2. How many strikes/points before a termination? 3. How will you ensure this is applied equally to all staff members? 	<input type="checkbox"/>	
What are 3 examples of ways to be proactive in hiring positions that need to be filled.	<input type="checkbox"/>	<ol style="list-style-type: none"> 1. 2. 3.
OBSERVE:		
Demonstrate how to complete a "Cash-out" on the POS, as if you had to go to the store to buy more pens for the store. <ol style="list-style-type: none"> 1. Make sure to use the same drawer that you removed the money from 2. Select the correct category 3. Ensure the receipts and signature page makes it to the proper location 	<input type="checkbox"/>	
Run a refund using the POS system. <ol style="list-style-type: none"> 1. Refund by Item 2. Refund by check 	<input type="checkbox"/>	



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<p>Demonstrate running a check out and count down a drawer.</p> <ol style="list-style-type: none"> 1. What are your banks set to when re-setting the drawers? 2. When are CC tips pulled? 3. Tips were not entered, how do you delete the check out so that they may be entered before checking out again? 	<input type="checkbox"/>	
<p>Demonstrate how to ring up a catering on the POS. (Taco bar for 200 w/chips and 2 dips)</p>	<input type="checkbox"/>	
<p>Demonstrate how to edit clock-ins/clock-outs on the POS</p> <ol style="list-style-type: none"> 1. Edit a clock in/clock out time 2. How would you make an edit for a previous day 	<input type="checkbox"/>	
<p>Demonstrate how to check in the drawers and assign them.</p> <ol style="list-style-type: none"> 1. Count the bank before checking in 2. Assign to the proper terminal 3. Make sure to confirm the banks to ensure accurate tracking of the money 	<input type="checkbox"/>	
<p>Demonstrate how to make a prep list.</p> <ol style="list-style-type: none"> 1. Use PMIX 2. Projected sales 3. Prep calculator 	<input type="checkbox"/>	
<p>Demonstrate how to enter a new employee into the Aloha system</p> <ol style="list-style-type: none"> 1. Full Name 2. SS# 3. Job code 4. Role/pay rate 	<input type="checkbox"/>	
<p>Demonstrate how to:</p> <ol style="list-style-type: none"> 1. Change an item's price in Aloha 2. Rename a button in Aloha 3. Create a button in Aloha 	<input type="checkbox"/>	
<p>Demonstrate how to prepare & place a PFG order.</p>	<input type="checkbox"/>	
<p>Demonstrate using Fuzzynet to do the following:</p> <ol style="list-style-type: none"> 1. Check sales 2. Reports & Tools (demonstrate several) 	<input type="checkbox"/>	



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<ol style="list-style-type: none">3. Respond to Comment Cards4. View previous newsletters5. Download Training materials or other Operational Documents		
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