

CCP SYMBOLS

Explain the meaning of the following Critical Control Point (CCP) Symbols:



GENERAL FOOD SAFETY

11. What is the most effective way to control the growth of bacteria in food?

12. What is one of the most effective ways of preventing the contamination of food?

13. What is the total time that any potentially hazardous food can be exposed to the temperature danger zone?
14. Describe the difference between “Clean” and “Sanitized.”
- -
15. If a glass or china item breaks in the food preparation area, what should you do?
16. How frequently should you wash the can opener?
17. To measure the internal temperature of food, where should you insert the thermometer stem or probe?
18. When should thermometers be calibrated?
- 1)
 - 2)
 - 3)
19. Describe the procedure for calibrating probe thermometers using the “Ice-point Method”:
- Step 1:
- Step 2:
- Step 3:
20. To reheat a product that has been held under refrigeration or has fallen below 140°F, rapidly reheat to (what temperature?) _____, reaching that temperature within (how long?) _____ and hold that temperature for (how long?) _____.
21. When is it acceptable to reheat food directly on the steam table or other hot-holding equipment?
22. What should you do with potentially hazardous food (PHF) that has been in the temperature danger zone for four hours or longer?
23. Why must prepared food items match the published nutritional information?
24. What does the acronym “FIFO” stand for and what does it mean?

25. Which food products should be wrapped or covered when in storage?
26. What should you immediately do after mixing the sanitizer solution used in sanitizer pails?
27. When is sanitizer solution to be changed?
- A.
B.
C.
28. Where should sanitizer towels be stored between uses?
29. Why must the ice contact surfaces of all tools used to dispense and transport ice be clean and sanitary?
30. All containers and utensils must be _____, _____, _____, and _____ prior to their use with food products.
31. Why should all foods to be thawed in the refrigerator be placed in a pan?
32. To ensure the safety of frozen foods when thawing, always thaw them in one of the following three ways (include applicable temperatures in your answers):
- 1)
2)
3)
33. Re-organize the following food products to comply with correct food storage hierarchy:

The Wrong Way		The Right Way	
Top Shelf	Raw Ground Beef	Top Shelf	
↓	Raw Whole Fish	↓	
	Cooked & Ready-to-Eat Food		
	Raw Poultry		
Bottom Shelf	Raw Whole Meat	Bottom Shelf	

Note: Place raw, potentially hazardous foods below cooked and ready-to-eat foods.

34. Does a frozen product's shelf life include the required thaw time or does it reflect the usable life of the product after the item has been thawed?
35. Regardless of the provided shelf life for any product, the "open" shelf life must be within, and cannot exceed what?

HAND WASHING

36. What are steps to proper hand washing (including time and temperatures)?

- 1)
- 2)
- 3)
- 4)
- 5)

37. When is it acceptable to use hand washing sinks for activities other than hand washing?

COOKING/HEATING TEMPERATURES

List the correct cooking/heating temperatures for the following items:

Item	Temperature
38. Heat hollandaise sauce for the steam table	
39. Heat rich cheese sauce for the steam table:	
40. Pork sausage links heated to & served at:	
41. Smoked sausage links heated to & served at:	
42. Finish bacon:	
43. Re-heat hash browns:	
44. Turkey bacon:	
45. Coffee holding:	
46. Chicken breast strips:	
47. Omelette:	
48. Sliced ham heated to & served at:	

Item	Temperature
49. French toast (regular):	
50. Stuffed French toast:	
51. Chicken breast:	
52. Philly meat cooked to & served at:	
53. Burger patty:	
54. French Onion Pot Roast:	
55. Tilapia:	
56. Crunchy Battered shrimp:	
57. Seafood (general) minimum to kill bacteria:	
58. Pork (general) minimum to kill bacteria:	
59. Poultry (general) minimum to kill bacteria:	

EQUIPMENT TEMPERATURES

List the correct temperatures for the following equipment:

Equipment	Temperature
60. Freezers:	
61. Refrigeration:	
62. Steam table products minimum:	
63. Fryer oil:	
64. Grill surface:	
65. Dish Machine Wash:	High Temp: Low Temp:
66. Dish Machine Rinse:	High Temp: Low Temp:
67. Hand washing sink hot water within 15 seconds of turning on:	

COOK TIMES

Identify the appropriate cook times for the following items:

68. Thawed pork sausage links: Rotate ____ turn every ____ min. for approximately ____ min.

Item	Approx. Cook Time Per Side	Approx. Total Cook Time
69. Finish bacon:		
70. Egg batter pancake (crepe):		
71. Garlic bread:		
72. Fresh-cooked hash browns:		
73. Re-heated hash browns:		
74. Turkey bacon:		
75. Smoked sausage:		
76. French toast - regular:		
77. Stuffed French toast:		
78. Harvest grain 'n nut pancake:		
79. 6 ounce chicken breast:		
80. 6 ounce burger patty:		
81. Kid's hamburger patty:		
82. Tilapia fillets, thawed:		

Item	Approx. 1st Side Cook Time	Approx. 2nd Side Cook Time	Approx. Total Cook Time
83. Omelette:			
84. Buttermilk pancake:			
85. Chocolate chip pancake:			
86. Double blueberry pancake:			

Item	Approx. Total Cook Time
87. Poached egg:	
88. Sautéed/grilled sliced mushrooms:	
89. Onion rings:	
90. French fries-1 order:	
91. Red skin potatoes-from blanched:	
92. Country fried steak (CFS):	
93. Chicken strips/tenders:	
94. Mozzarella sticks:	
95. Crunchy battered shrimp:	
96. Strawberry banana cheesecake:	

SHELF LIFE

Item	Shelf Life
97. Hot syrup holding:	
98. Food products held on steam table:	
99. Mashed potatoes under refrigeration:	
100. Finished bacon on mesh screen on grill:	
101. Finished pork sausage links in sausage warmer:	
102. Finished hash browns at room temperature:	
103. Buttermilk batter:	
104. Chocolate batter:	
105. Egg (crepe) batter:	
106. Crepes, prepared:	

Item	Shelf Life
107. French toast batter:	
108. French toast batter in use:	
109. Golden Belgian waffle batter:	
110. Harvest grain 'n nut batter:	
111. Omelette batter:	
112. Lingonberry butter:	
113. Gravy, country (prepared):	
114. Iced coffee:	
115. Soup (bulk), refrigerated:	
116. Onions, sliced/diced, portioned, prepped in restaurant:	
117. Onions, sliced/diced, portioned, pre-packaged:	

Item	Shelf Life
118. Denver mix, portioned, prepped in restaurant:	
119. Denver mix, portioned, pre-packaged:	
120. Fresh fruit, cut, prepped in restaurant:	
121. Lemon wedges:	
122. Mushrooms, sliced (portioned):	
123. Hash browns, rehydrated:	
124. Spinach, portioned, refrigerated:	
125. Salad mix, portioned, refrigerated:	
126. Tomatoes, sliced/diced:	
127. Bacon, blanched:	
128. Ham, diced/sliced/quartered:	
129. Pot roast:	
130. Sweet cream cheese filling:	
131. Cinnamon roll filling, open:	
132. Marinara sauce, open, refrigerated:	
133. Salad dressings, bottled, open, refrigerated:	
134. Salsa, open, refrigerated:	
135. Bacon strips, raw, refrigerated, open:	
136. Chicken breast, raw, refrigerated, open:	
137. Chicken breast strips, refrigerated:	

Item	Shelf Life
138. Sausage links, refrigerated, open:	
139. Smoked sausage, refrigerated, open	
140. Steak strips refrigerated, open:	
141. Turkey bacon, refrigerated, open:	
142. Tilapia, refrigerated, open:	
143. T-bone steak, refrigerated, open:	
144. Dinner vegetables, refrigerated:	
145. Sun dried tomato pesto, refrigerated, open:	
146. Strawberries in glaze, refrigerated, unopened:	
147. Caramel cheesecake, refrigerated:	
148. Cheese sauce, refrigerated, open:	
149. Hollandaise sauce, refrigerated, open:	
150. Soup, refrigerated, unopen:	
151. Stuffed French toast Triangles, thawed:	
152. Cheese, shredded/sliced, refrigerated, open:	
153. Eggs, liquid pasteurized, refrigerated, open:	
154. Juices, RTU, refrigerated, open:	
155. Roast turkey, sliced, refrigerated, open:	

156. What happens to the shelf life of a product when in is placed on the cold bar or stored in the reach-in with a utensil and/or will be frequently taken from refrigeration and what is the exception?

PORTIONS

Item	Portion
157. French onion pot roast portion:	
158. Breakfast cut ham:	
159. Sandwich ham per slice:	
160. Diced ham portion:	
161. Buttermilk pancake-regular:	
162. Silver dollar pancake:	
163. Funny Face or Create-a-Face Pancake:	
164. LBA to prepare 1 order (fresh cooked) hash browns:	

UTENSILS

Item	Utensil
165. Liquid pasteurized eggs:	
166. Liquid butter alternative (LBA):	
167. Egg (crepe) pancake Batter:	
168. Ice cream:	
169. Sweet cream cheese Filling:	
170. Cinnamon roll filling:	
171. Strawberries in glaze:	
172. Blueberry compote:	
173. Cinnamon apple compote:	
174. Poached eggs:	
175. Lingonberries:	
176. Lingonberry butter:	
177. Granola:	
178. Buttermilk batter:	
179. Chocolate batter:	
180. Harvest Grain 'n Nut batter:	

Item	Utensil
181. Sour cream:	
182. Salad tossing:	
183. Denver mix:	
184. Diced onion:	
185. Diced ham:	
186. Gravies:	
187. Raw hash browns (to place on grill):	
188. Lemon wedges:	
189. Mashed potatoes:	
190. Omelette batter:	
191. Salad dressing:	
192. Salsa:	
193. Soup of the day:	
194. Whipped butter:	

BATTERS

195. How much water is used to make Buttermilk batter?
196. Why shouldn't the lumps of unblended dry mix be whipped from the Buttermilk batter?
197. What should you do when you discover incorrectly prepared batter?
198. What should be the temperature of the water used to prepare pancake batters and egg (crepe) batter?
199. What should you do before dispensing egg (crepe) batter and why?
200. After preparing egg (crepe) batter, how long should it be aged (held under refrigeration) before use?
201. Should the lumps of unblended dry mix be mixed from the Belgian waffle batter?
202. What is the only approved "oil" to be used in preparation of Belgian waffle batter?
203. After preparing harvest grain 'n nut pancake batter, how long should it be aged (held under refrigeration) before use?

MISCELLANEOUS COOK ADVANCE PREP

204. When is it acceptable to use the deep fryer for preparation of sausage?
205. What is the maximum number of layers high that can you stack blanched bacon on parchment paper?
206. To wash fresh produce, what should first be done to the prep sink or colander that you will be washing the produce in?
207. For best quality, how long should re-hydrated Hash Browns be held under refrigeration before use?

208. If prepared for immediate need, how long must re-hydrated Hash Browns be held at room temperature before use?
209. During what time period is non-peak period preparation of Mashed Potatoes (prepare, cool, portion, hold & re-heat when needed) approved?
210. To what thickness should slices of green peppers & onions (half-moons) be cut?
211. To what thickness should sliced mushrooms be cut?
212. To what thickness should sliced tomatoes be cut?
213. What is the correct way to place sliced tomatoes into the food storage container once prepped?
214. How are lemon wedges cut, how many wedges are lemons cut into, and what is done to each wedge as the last prep step before placing them in the food storage container?
215. What is the correct way to place Stuffed French Toast triangles into the food storage container to thaw?
216. Approximately how long should Stuffed French Toast triangles be thawed before use?
217. What does the term “par” represent and how is it determined?
218. What is the formula used (with a prep sheet) to determine the amount of a product that should be prepped?

PANCAKES

219. What is the correct diameter of an egg batter pancake (crepe)?
220. What is the maximum number of advance-prepared egg batter pancakes (crepes) that can be stacked for later use?

221. Are Double Blueberry Pancakes plated with the first side up or the second side up?

222. Are Strawberry Banana Pancakes plated with the first side up or the second side up?

223. On what number setting should the Belshaw gun (pancake dispenser) be for dispensing Buttermilk pancake batter?

EGGS

224. To what heat or flame setting should burners be set for preparing fried eggs?

	Doneness Selected	# Times Flipped	# of Seconds Cooked on the 2nd Side if Flipped	Is the Yolk Soft or Firm?	Is the White Soft or Firm?	Is the Yolk Broken?
225.	Up					
226.	Basted					
227.	Over Easy					
228.	Over Medium					
229.	Over Well					
230.	Over Hard					

231. When preparing poached eggs, should the water be simmering or boiling, and why?

232. Unless otherwise specified in the menu item recipe or requested by the guest, what are poached eggs automatically served/plated on?

233. Except for Simple & Fit, what oil is used in the egg pan for the preparation of scrambled eggs, how is it applied and what utensil is used?

234. How much liquid pasteurized egg is equal to 1 scrambled egg?

MISCELLANEOUS LINE PREP

235. What are the standard cook times for breakfast, lunch, and dinner?

Breakfast:

Lunch:

Dinner:

236. If finished bacon is not immediately plated for service, where must it be held?

237. Is garlic bread grilled from a thawed state or frozen state?

238. How many slices of garlic bread is it acceptable to pre-cook in advance?

239. How long must pork sausage links thaw under refrigeration before use?

240. If heated pork sausage links are not immediately served, where must they be held?

241. How do you finish preparing a side of French fries once they have been removed from the fryer oil?

242. How do you finish preparing one order of red skin potatoes once they have been removed from the fryer oil?

243. What is toast brushed with before serving?

244. For omelettes, what size pieces is bacon cut to?

245. What are Simple & Fit Omelettes automatically accompanied by and what is the portion amount?

246. What is the only "oil" approved for use when preparing Simple & Fit menu items?

247. What is the default doneness for sirloin tips?

248. What oil is used to prepare sirloin tips?

249. When is it acceptable to use a bell cover, weight or to otherwise press down on steaks or sirloin tips while on the grill?
250. How long must steaks thaw under refrigeration before use?
251. How are steaks stored under refrigeration?
252. When should waffle release spray or butter be used on a waffle baker with a non-stick coating?
253. Why should a waffle baker with non-stick coating be kept open when not in use?
254. To what thickness should slices of banana be cut?
255. What should be used to dip bread or stuffed French toast triangles into French toast batter?
256. Should crepes be folded/rolled/plated with the “web side” facing in or facing out?
257. When preparing a 6 oz. chicken breast, should you use a bell cover or a weight, or neither?
258. Should chicken breasts be cooked from a frozen or thawed state?
259. When preparing all hamburger patties should you use a bell cover or a weight, or neither?
260. Should all hamburger patties be cooked from a frozen or thawed state?
261. When is it acceptable to use a weight or to press down to prepare hamburger patties?
262. When is gravy served on mashed potatoes?
263. Where/how is French Onion Pot Roast Gravy held on line?
264. What oil must be used to prepare tilapia (except Simple & Fit tilapia)?
265. When preparing tilapia, should you use a bell cover or weight, or neither?

266. Is tilapia cooked from a frozen or thawed state?

267. A steak weight is used for preparation of which product(s)?

268. Is banana cheesecake cooked from a frozen or thawed state?

269. For a 55+ Omelette, is cheese an ingredient choice or is it automatically served?

270. Where are the instructions for preparing the Macaroni & Cheese found?

271. How frequently should you filter and test the quality of fryer oil?

272. What is the correct fryer vat order, left to right (1-3), to be followed for meats, seafood, and potatoes?

Left Vat 1:

Center Vat 2:

Right Vat 3:

273. What must you verify before selling items/orders needed for each guest check?

-
-
-
-
-

MISCELLANEOUS SERVER PREP

274. When should a tray be used to deliver beverages to the guests?
275. Why shouldn't coffee filters be pre-filled and stacked?
276. Why shouldn't the brew basket be removed until the coffee has completely finished draining?
277. What is the maximum hold time of brewed coffee?
Glass pot:
Urn/Satellite:
278. What must be done if any grounds get into the brewed coffee?
279. What is the maximum hold time of fresh brewed iced tea and what should be done with it once it has exceeded its hold time?
280. To what level should coffee carafes be filled for 1 guest, 2 guests and 3 or more guests?
1 Guest:
2 Guests:
3 or more Guests:
281. When and where must you always pour coffee for the guest?
282. When there are children at the table, where on the table must you place coffee carafes, cups and any hot beverages and why?
283. What 2 syrups are used in preparing International House Roast Iced Coffee?
284. To what level should clean syrup pitchers be filled with warm syrup for 1 guest, 2 guests and 3 or more guests?
1 Guest:
2 Guests:
3 or more Guests:
285. What must be done with any remaining warm syrup served to, but not used by, the guest?

286. Why should you take care not to over-heat syrup?

SERVICE

287. List the 6 Pillars of the new Service Excellence service enhancement program implemented in 2012.

- 1)
- 2)
- 3)
- 4)
- 5)
- 6)

288. What does the acronym L.A.S.T. represent and what action does each letter represent?

L =

A =

S =

T =

289. When listening to a guest complaint, what should your body language be and why?

290. When listening to a guest complaint, what must you listen for?

291. When apologizing to a guest, what must you never do?

292. What should you do to solve a guest complaint?

293. When thanking a guest who has complained, you should thank them for at least what two things?

- 1)
- 2)

294. Within what maximum amount of time after resolving the problem must you follow-up on guest complaint resolutions by checking back of to see if the guest is satisfied?

295. What are The Three Basic Needs of Every Guest?

-
-
-

296. What is The Platinum Rule of Guest Service and what does it mean?

297. What are the three guest types and why is it so important to be able to quickly identify which type each guest is?

-
-
-

298. Within how many rings must the restaurant telephone be answered?

299. What is the correct greeting to use to answer the restaurant telephone?

300. What should you do before placing a phone guest on hold and how frequently should you check back after doing so to ensure their needs are being met or to let them know you are still working on their request or question?

301. Why is the accuracy of “to go” orders especially important?

302. What are the Host/Hostess Guidelines to Great Service?

Guideline 1:


Guideline 2:

Guideline 3:

Guideline 4:

303. Within what time after entering the restaurant must guests at the door be greeted?

304. Identify what each table status tracking symbol below means:

 =

 =

 =

305. What two things should be done while escorting the guests to their table?

- 1)
- 2)

306. When should high chairs, booster seats, additional place settings, and other special table setup needs be placed at the table for the guests?
307. When thanking the guest for coming in as they leave, what else should you be sure to do/say?
308. How frequently must restrooms be checked for cleanliness?
309. What are the Server Guidelines to Great Service?
- Guideline 1:
 - Guideline 2:
 - Guideline 3:
 - Guideline 4:
 - Guideline 5:
 - Guideline 6:
 - Guideline 7:
310. Within what time after being seated must guests at the table be provided a warm, friendly Service Excellence welcome by the server or their service neighbor?
311. What are the two parts of the Service Excellence Warm Welcome implemented with the Service Excellence program in 2012?
- 1)
 - 2)
312. When taking a guest's order, what two things must be done to ensure the accuracy of the order?
- 1)
 - 2)
313. What is the Service Excellence signal that the guests at a table have received a warm, friendly welcome from a Server?
314. Within what time after the warm, friendly welcome must the guests receive the first round beverage order?
315. What are the standard Order-to-Delivery times for breakfast, lunch and dinner?
- Breakfast:
 - Lunch:
 - Dinner:
316. Whether they are clean or dirty, how must you always handle glasses and why?

317. Before leaving the pass bar with an order, what two things should be confirmed at a minimum?

- 1)
- 2)

318. According to the plates for the order shown below, what would be the correct Run Call (each runner can carry 3 plates)?



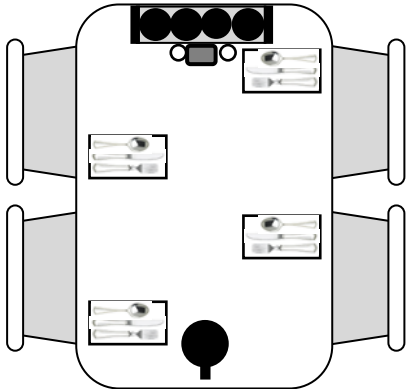
319. List the three (3) responses that are acceptable answers from the Servers to the Expeditor's Run Call.

- 1)
- 2)
- 3)

320. What are the two most important purposes of correctly answering a call for a food run?

- 1)
- 2)

321. Identify the Pivot Point and number the seats for Seat Handling in the diagram below.



322. What is the appropriate phrase to use to announce when you must reach past a guest for manicuring, meal delivery, or any other reason?

323. Within what "time" standard must we check back with guests following meal delivery?

324. When should the guest check be delivered to the guest and what is the acceptable exception?

325. What is Unobtrusive Manicuring?
326. Once a table has been released, who should the table's status be communicated to?
327. What phrase should be used to alert others that a guest is trying to make their way past Team Members?
328. What three (3) "Key Deliverables" make up the Voice of the Guest GLI (Guest Loyalty Index)?
- 1)
 - 2)
 - 3)
329. Tipped team members are required by law to report what percentage of their tips?

DINING ROOM SET-UP & APPEARANCE

330. Table set-up & Table Release Standards: see and study the OPS 105 Table Setup laminate (2012 version) and the Service Excellence Table Release Standards implementation poster. Write your notes in the space below.

331. What three areas should be focused on when bussing a table?
- 1)
 - 2)
 - 3)

DISH STATION

332. 3-Compartment Sink: see and study the OPS 109 3 Compartment Sink laminate. Write your notes in the space below.

333. How must dishes be dried and why?

GENERAL SAFETY

334. Under federal law, what is the minimum age a team member must be to operate the slicer or mixer?

335. What two actions must you take whenever anything is being placed on or removed from the slicer?

336. What must never be done to or by the operator while the slicer is being used?

337. What should be done to the slicer when it is not in use?

338. While it is turned on, what must you never do with the mixer?

339. What is the safety guideline for safely lifting the mixer bowl?

340. When cleaning the grill, what should you use to move the wet, sanitized towel over the grill?

341. Is it acceptable to use hot glasses for beverages? Why or why not?

342. To reduce the risk of weakening, cracking or breaking glasses, what two things must you never do to them when bussing a table?

1)

2)

343. To avoid cross contamination or glass breakage into the ice, what utensil must always be used to place ice into glasses?

344. What is the maximum fryer basket fill level for products prepared in the deep fryer?
345. What is the best method to lift a heavy object?
346. What specifically should you use to protect against burns when lifting hot items?
347. Where is health and safety information for each chemical used in the restaurant listed?
348. If a chemical is transferred from its Original Labeled Container (OLC) to a different approved container, such as a spray bottle, what must the new container be clearly marked with?
- 1)
 - 2)
 - 3)
 - 4)
349. In the sentence, "P.A.S.S. the fire extinguisher," which is designed to help remember the steps for properly using a fire extinguisher, what (complete) step does each letter in the acronym P.A.S.S. represent?
- P =
- A =
- S =
- S =
350. Where must can lids be discarded and why?
351. What must Chef's knives be used for?
352. When using a knife, what two actions should you never do?
- 1)
 - 2)
353. When is it acceptable to turn high chairs upside-down to act as an infant carrier stand?
354. When wet-cleaning an area of the floor, where should wet floor signs be placed, when should they be in place, and how long should they remain in place?

TEAM MEMBER TRAINING

355. What is IHOP's Five-Step Method of Training that you must follow to provide effective on-the-job training for all training situations?

Step 1:

Step 2:

Step 3:

Step 4:

Step 5:

356. What four basic stages is a Learner's journey through IHOP 101 composed of and with whom does the Learner complete each step?

STAGE #1:

STAGE #2:

STAGE #3:

STAGE #4:

357. Where is the IHOP 101 Trainer's Toolkit located?

358. Each Team Member's training history is to be recorded on what document and where is the document to be stored and maintained?