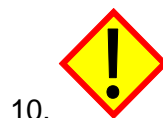




SOP Study Guide 2019 Fall-Winter Menu

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. What does it mean if an item is identified with the  icon on the menu?
24. Why must the nutritional value of prepared food items match the published nutritional information?

25. What does the acronym “FIFO” stand for and what does it mean?
26. Which food products should be wrapped or covered when in storage?
27. What should you immediately do after mixing the sanitizer solution used in sanitizer pails?
28. When is sanitizer solution to be changed?
- 1)
 - 2)
 - 3)
29. Where should sanitizer towels be stored between uses?
30. Why must the ice contact surfaces of all tools used to dispense and transport ice be clean and sanitary?
31. All containers and utensils must be _____, _____, _____, and _____ prior to their use with food products.
32. Why should all foods to be thawed in the refrigerator be placed in a pan?
33. 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)
34. 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	

35. Does a frozen product's total shelf life include the required thaw time, or does it reflect the usable life of the product after the item has been thawed?

36. Regardless of the provided total shelf life for any product, the “open” shelf life must be within, and cannot exceed what?

HAND WASHING

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

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

38. 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
39. Heat hollandaise sauce for the steam table	
40. Re-heat cheddar cheese sauce for the steam table	
41. Pork sausage links heated to & served at	
42. Smoked sausage links heated to & served at	
43. Stage-2 cooked bacon	
44. Re-heat hash browns	
45. Turkey bacon	
46. Coffee holding	
47. Chicken breast strips	
48. Omelette	
49. Sliced ham heated to & served at	

Item	Temperature
50. French toast (regular)	
51. Stuffed French toast	
52. Breaded chicken breast fillet	
53. Philly meat cooked to & served at	
54. Steakburger	
55. Re-heat turkey gravy	
56. Tilapia	
57. Seafood (general) minimum to kill bacteria	
58. Pork (general) minimum to kill bacteria	
59. Poultry (general) minimum to kill bacteria	

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. High-Temp Dish Machine Rinse	
66. Low-Temp Dish Machine Rinse	
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. Stage-2 cooked bacon from stage-1		
70. Egg batter pancake (crepe)		
71. Fresh-cooked hash browns		
72. Fresh-cooked crispy hash browns		
73. Re-heated hash browns		
74. Turkey bacon		
75. Smoked sausage		
76. Regular French toast		
77. Stuffed French Toast		
78. Harvest Grain 'N Nut pancake		
79. Steakburger		
80. Tilapia fillets, thawed		

Item	Approx. Cook Time Per Side	Approx. 2 nd Side Cook Time	Approx. Total Cook Time
81. Omelette			
82. Buttermilk Pancake			
83. New York Cheesecake Pancake			
84. Strawberry Banana Pancake			
85. Gluten-friendly Pancake			

Item	Approx. Total Cook Time
86. Poached egg	
87. Sautéed/grilled sliced mushrooms	
88. Onion rings	
89. French fries	
90. Country fried steak (CFS)	
91. Breaded chicken strips	
92. Mozzarella sticks	
93. Breaded chicken breast fillet	

TOTAL SHELF LIFE

Item	Total Shelf Life
94. Hot syrup holding	
95. Food products held on steam table	
96. Red-skin mashed potatoes	
97. Stage-2 cooked bacon on wire rack on grill	
98. Cooked pork sausage links held hot	
99. Cooked hash browns at room temperature	
100. Buttermilk batter	
101. Gluten-friendly pancake/waffle batter	
102. Egg (crepe) batter	
103. Crepes, prepared	
104. French toast batter, in use	
105. Belgian waffle batter	
106. Harvest Grain 'N Nut batter	
107. Omelette batter	
108. Lingonberry butter	
109. Gravy, country (prepared)	
Item	Total Shelf Life

110. Iced coffee	
111. Soup (prepared)	
112. Onions, sliced/diced, portioned, prepped in restaurant	
113. Denver mix, portioned, prepped in restaurant	
114. Fruit pieces, fresh-cut, not mixed	
115. Fruit, Fresh, Mixed	
116. Mushrooms, sliced (portioned)	
117. Hash browns, rehydrated	
118. Spinach, portioned	
119. Romaine lettuce blend, portioned	
120. Tomatoes, sliced/diced	
121. Sliced avocado	
122. Ham, diced/sliced/quartered	
123. Pot roast	

Item	Total Shelf Life
124. Cupcake icing	
125. Marinara sauce	
126. Salad dressings, bottled	
127. Salsa	
128. Bacon strips, raw	
129. IQF chicken breast strips, raw	
130. French toast concentrate	
131. Pre-cooked sausage links	
132. Smoked sausage	
133. Steak strips	
134. Turkey bacon	
135. Tilapia	

Item	Total Shelf Life
136. T-bone steak	
137. Stage-1 cooked bacon	
138. Real buttered corn	
139. Strawberries in glaze	
140. Turkey gravy (prepared, refrigerated)	
141. White cheddar sauce (prepared, refrigerated)	
142. Hollandaise sauce, (prepared, refrigerated)	
143. Cheese, shredded and sliced	
144. Eggs, liquid pasteurized	
145. Juices (not Orange Juice)	
146. Sliced, roasted turkey breast	

PORTIONS

Item	Portion
147. Breakfast cut ham	
148. Sandwich ham per slice	
149. Diced ham portion	
150. Buttermilk pancake	
151. Silver dollar pancake	
152. Funny Face Pancake in Funny Face Pancake Combo	
153. LBA to prepare 1 order (fresh cooked) hash browns – without hash brown rack	

UTENSILS

Item	Utensil
154. Liquid pasteurized eggs	
155. Liquid butter alternative (LBA)	
156. Egg (crepe) pancake batter	
157. Ice cream	
158. Garlic butter spread	
159. Cupcake icing	
160. Strawberries in glaze	
161. Blueberry compote	
162. Poached eggs	
163. Lingonberries	
164. Lingonberry butter	
165. Buttermilk batter	
166. Gluten-friendly pancake/waffle batter used for pancakes	
167. Harvest Grain 'n Nut batter	

Item	Utensil
168. Sour cream	
169. Denver mix	
170. Diced onion	
171. Diced ham	
172. Gravy	
173. Raw hash browns (to place on grill)	
174. Lemon wedges	
175. Red-skin mashed potatoes	
176. Omelette batter	
177. Salad dressing	
178. Salsa	
179. Whipped butter	

BATTERS

180. How much water is used to make Buttermilk batter?

181. Why shouldn't the lumps of unblended dry mix be whipped from the Buttermilk batter?

182. What should you do when you discover incorrectly prepared batter?

183. What should be the temperature of the water used to prepare pancake batters and egg (crepe) batter?

184. What should you do before dispensing egg (crepe) batter and why?
185. After preparing egg (crepe) batter, how long should it be aged (held under refrigeration) before use?
186. Should the lumps of unblended dry mix be mixed from the Belgian waffle batter?
187. What is the only approved “oil” to be used in preparation of Belgian waffle batter?
188. After preparing harvest grain ‘n nut pancake batter, how long should it be aged (held under refrigeration) before use?

MISCELLANEOUS COOK ADVANCE PREP

189. When is it acceptable to use the deep fryer for preparation of sausage?
190. What is the maximum depth can you stack stage-1 cooked bacon on parchment paper?
191. To wash fresh produce, what should first be done to the prep sink or colander that you will be washing the produce in?
192. For best quality, how long should re-hydrated hash browns be held under refrigeration before use?
193. If prepared for immediate need, how long must re-hydrated hash browns be held at room temperature before use?
194. What is the thaw time for Black Angus beef pucks?
195. To what thickness should slices of green peppers & onions (half-moons) be cut?
196. To what thickness should sliced mushrooms be cut?

197. To what thickness should sliced tomatoes be cut?
198. What is the correct way to place sliced tomatoes into the food storage container once prepped?
199. 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?
200. What is the correct way to place Black Angus beef pucks on a sheet pan/container for thawing?
201. What is the maximum number of containers of Black Angus beef pucks that may be stacked for thawing?
202. What does the term “par” represent and how is it determined?
203. What is the formula used (with a prep sheet) to determine the amount of a product that should be prepped?

PANCAKES

204. What is the correct diameter of an egg batter pancake (crepe)?
205. What is the maximum number of advance-prepared refrigerated egg batter pancakes (crepes) that can be stacked for later use?
206. Are Double Blueberry Pancakes plated with the first side up or the second side up?
207. Are Strawberry Banana Pancakes plated with the first side up or the second side up?
208. On what number setting should the Belshaw gun (pancake dispenser) be for making a 5” Buttermilk pancake?
209. When preparing a full order of Mexican Tres Leches Pancakes, on which pancakes do you place the 10 zigzags of dulce de leche sauce?

EGGS

210. 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?
211.	Up					
212.	Basted					
213.	Over Easy					
214.	Over Medium					
215.	Over Well					
216.	Over Hard					

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

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

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

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

MISCELLANEOUS LINE PREP

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

Breakfast:

Lunch:

Dinner:

222. If stage-2 cooked bacon is not immediately plated for service, where must it be held?

223. Are mozzarella cheese sticks fried from a thawed state or frozen state?

224. How long must pork sausage links thaw under refrigeration before use?
225. If heated pork sausage links are not immediately served, where must they be held?
226. How do you finish preparing a side of French fries once they have been removed from the fryer oil?
227. What is toast brushed with before serving?
228. What kind of bacon is used in omelettes?
229. What is the Egg White Vegetable Omelette automatically accompanied by and what is the portion amount?
230. What is the only “oil” approved for use when preparing Simple & Fit menu items?
231. What is the default doneness for sirloin tips?
232. What oil is used to prepare sirloin tips?
233. When is it acceptable to use a bell cover, weight or to otherwise press down on steaks or sirloin tips while on the grill?
234. How long must steaks thaw under refrigeration before use?
235. How are steaks stored under refrigeration?
236. When should waffle release spray or butter be used on a waffle baker with a non-stick coating?
237. Why should a waffle baker with non-stick coating be kept open when not in use?

238. To what thickness should slices of banana be cut?
239. What should be used to dip bread or stuffed French toast triangles into French toast batter?
240. Should crepes be folded/rolled/plated with the “web side” facing in or facing out?
241. Should turkey sausage patties be covered with a bell cover when cooking?
242. Should IQF chicken breast strips be cooked from a frozen or thawed state?
243. When preparing Black Angus beef pucks or beef balls, how are they pressed on the grill?
244. For how long are potato pancakes cooked in the fryer?
245. After the initial pressing, is it acceptable to use a weight or press down on Black Angus beef burgers?
246. When is gravy served on red-skin mashed potatoes?
247. What oil must be used to prepare tilapia?
248. When preparing tilapia, should you use a bell cover or weight, or neither?
249. Is tilapia cooked from a frozen or thawed state?
250. A steak weight is used for preparation of which product(s)?
251. Is smoked sausage cooked from a frozen or thawed state?
252. What sides are served with the 55+ Grilled Tilapia Dinner?
253. Where are the instructions for preparing the Macaroni & Cheese found?
254. How frequently should you filter and test the quality of fryer oil?

MISCELLANEOUS SERVER PREP

255. When should a tray be used to deliver beverages to the guests?
256. Why shouldn't coffee filters be pre-filled and stacked?
257. Why shouldn't the brew basket be removed until the coffee has finished draining?
258. What is the maximum hold time of brewed coffee?
Glass pot:
Urn/Satellite:
259. What must be done if any grounds get into the brewed coffee?
260. What is the maximum hold time of fresh brewed iced tea/sweet tea and what should be done with it once it has exceeded its hold time?
261. 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:
262. 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:
263. What must be done with any remaining warm syrup served to, but not used by, the guest?
264. Why should you take care not to over-heat syrup?
265. What is the portion of tomatoes used on the house salad and how are they cut?
266. When making house-made milkshakes, on what speed setting and for how long should shakes be blended?

SERVICE

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

B =

L =

A =

S =

T =

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

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

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

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

1)

2)

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

1)

2)

3)

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

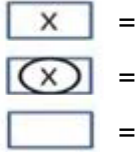
274. What is the correct greeting to use to answer the restaurant telephone?

275. 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?

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

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

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



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

- 1)
- 2)

280. When should high chairs, booster seats, additional place settings, and other special table setup needs be placed at the table for the guests?

281. When thanking the guest for coming in as they leave, what else should you be sure to do/say?

282. How frequently must restrooms be checked for cleanliness?

283. Within what time after being seated must guests at the table be provided a warm, friendly welcome by the server or other team member?

284. What must the Server do during the Warm Welcome?

285. When taking a guest’s order, what two things must be done to ensure the accuracy of the order?

- 1)
- 2)

286. What is the signal that the guests at a table have received a warm, friendly welcome from a Server?

287. Within what time after the warm, friendly welcome must the guests receive the first-round beverage order?

288. What are the standard Order-to-Delivery times for breakfast, lunch and dinner?

Breakfast:

Lunch:

Dinner:

289. Whether they are clean or dirty, how must you always handle glasses and why?

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

- 1)
- 2)

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



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

- 1)
- 2)
- 3)

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

- 1)
- 2)

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

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

296. When should the guest check be delivered to the guest?

297. What is Unobtrusive Manicuring?

298. What phrase should be used to alert others that a guest is trying to make their way past Team Members?

DINING ROOM SET-UP & APPEARANCE

299. Review the Table set-up & Table Release Standards. Write your notes in the space below.

DISH STATION

300. 3-Compartment Sink: see and study the OPS 109 3 Compartment Sink laminate. Write your notes in the space below.

301. How must dishes be dried and why?

GENERAL SAFETY

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

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

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

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

306. While it is turned on, what must you never do with the mixer?
307. What is the safety guideline for safely lifting the mixer bowl?
308. When cleaning the grill, what should you use to move the wet, sanitized towel over the grill?
309. Is it acceptable to use hot glasses for beverages? Why or why not?
310. 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)
311. To avoid cross contamination or glass breakage into the ice, what utensil must always be used to place ice into glasses?
312. What is the maximum fryer basket fill level for products prepared in the deep fryer?
313. What is the best method to lift a heavy object?
314. What specifically should you use to protect against burns when lifting hot items?
315. Where is health and safety information for each chemical used in the restaurant listed?
316. 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)

317. 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 =
318. Where must can lids be discarded and why?
319. What must chef's knives be used for?
320. When using a knife, what two actions should you never do?
- 1)
- 2)
321. When is it acceptable to turn high chairs upside-down to act as an infant carrier stand?
322. 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

323. 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: