



# In-Restaurant Service Area Leader Verification Form

Passed: Y / N  
Total: \_\_\_\_\_

Name: \_\_\_\_\_ Coach \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

## Purpose

- To determine if the Area Leader can lead the area successfully.
- To assess the Area Leader on what is working well and what would work even better by:
  - Setting performance expectations
  - Reinforcing standards of operations
  - Applying basic people practices

## Targets

Determine 2-3 targets to measure, and set the goals for the shift:

Target:	Goal:	Actual:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Plan for the shift	Y/N
1. Communicates with the Shift Leader about problems/issues	
2. Complete travel path and Pre-Shift Checklist	
3. Sets and communicates targets	
4. Restaurant safeguards are in place at the front counter and being used properly (masks, gloves, protective panels, safety+ signage, etc.)	
5. Positions according to DSPT, maintains social distancing positioning	
6. Communicates secondary duties and promotional information	
7. Ensures Guest Experience Safety and Sanitation Leader is in position	
8. Ability to demonstrate procedure for product outage	
9. Ability to demonstrate how to troubleshoot all EOTF equipment	

Feedback: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Instructions

### Step 1. The Coach and Area Leader

- Review the document to understand the behaviors of a successful Area Leader. **Critical behaviors are highlighted.**
- Set and record area targets.

### Step 2. The Coach

- Observes pre-shift, leading the area, and post-shift tasks.
- Complete points assessment for all three sections. Each question is worth one point.

### Step 3. The Coach and Area Leader

- Determine the result by totaling the points scored across all 3 sections.
- Discuss the shift and summarize what the Area Leader did well, and what they could do better next time.
- Review the results with the Area Leader to identify needs for performance improvement.
- Develop an action plan.

Leading the Area	Y/N
10. Monitors/Communicates progress toward targets	
11. Observes and provides feedback to ensure correct procedures, including contactless operations	
12. Identifies, prioritizes, and solves problems effectively	
13. Creates Feel Good Moments with guests and employees	
14. Ensures the GESSL is maintaining cleanliness and sanitation and engaging with guests	
15. Follows customer recovery process when necessary	
16. Table touch backs (after food has been delivered)	
17. Maintains positioning according to DSPT and repositions to meet customer demand, maintains social distancing positioning	
18. Prioritizes to eliminate any potential risk to customer or crew safety	
19. Positioned to focus attention on entire Service and dining area	
20. Gives appreciative feedback and recognition	
21. MOP executed effectively	
22. Maintains shift cleanliness/sanitation	
23. Responds to danger zones accordingly to ensure a positive customer experience	
24. McDelivery executed according to standard	

Post shift Analysis	Y/N
25. Communicates with Shift Leader and seeks feedback	
26. Compares results to targets	
27. Resolves or communicates issues before leaving shift	
28. Gives feedback and recognition to Service and Dining area team	

Total Critical: \_\_\_\_\_ out of 12      Total Answered Yes: \_\_\_\_\_

### Verified:

- Area Leader must have scored **23** or more **AND**
- Area Leader has **100% of the critical** behaviors
- ➔ Coach recognizes Area Leader for successfully completing the verification

### More Steps Required to be Verified:

- Area Leader scores between **20-22** points **AND**
- Area Leader has **100% of the critical** behaviors
- ➔ Area Leader can work with their coach to correct remaining behaviors and sign off when complete

### Schedule Another Verification:

- Area Leader scores between **0-19** points **OR**
- Area Leader misses **1 or more critical** behaviors
- ➔ Area Leader to review feedback from verification and practice demonstrating missed behaviors

Coach Signature: \_\_\_\_\_

Learner Signature: \_\_\_\_\_

## Food Safety Knowledge Check

**I. Symptoms that indicate a crew person must be sent home.**

(Must know with out referencing any documents, because sick employees must be sent home asap.) Jaundice, vomiting, diarrhea, fever with sore throat, open sores or lesions

**II. Reportable / Foodborne illnesses (May use references.) Salmonella, Nontyphoidal typhoid fever(Salmonella typhi), Shigella, Hepatitis A, Norovirus, E. Coli (Shiga toxin-producing), Campylobacter.**

**III. Hand washing Procedures**

1. dispense paper towel. 2. Wet hands (=>100'f) 3. Soap on wet hands 4. Scrub: nails, between fingers, back of hands, half way up arms. 5. Rinse. 6. Dry hands. 7. Turn water off with paper towel.

8. When do we wash? At least once an hour. When changing gloves, station, or task. Before returning to work/station.

**IV. Glove usage: 1. How many pairs at a time? 1 2. Remove? Top of Rest, Inside out, wad up inside.**

3. Clear? Table, Prep, Tea (Ready To Eat). 4. Blue? Beef, Pork, Chicken, Fish, Eggs (Raw Proteins).

**V. Towel/Sink Sanitizer Solution**

Buckets: 1. Water temp? Lukewarm (85-105'f). 2. Test Strip? Chlorine(tube) 3. PPM? 50 4. Max Time? 4hrs 5. Check time? 2hrs. Sink:

1. Water Temp? =>110 2. Test strip? Quat (Roll) 3. Dip into container & Cool to 70'f. 4. Sanitizer PPM? 200

**VI. Small Wares**

1. How often do we wash small wares? Every 4hrs. 2. What to wash? UHC trays and wire racks, grill and prep table utensils, and holders, Blended Ice Pitchers and Cup spindles, Blue Fresh beef Tubs. 3. what do we wash last? Blue Fresh Beef Tubs. 4. What do we do after washing fresh beef tubs? Sanitize sink with yellow Sanitizer spray.

**VII. Test Pyrometer? 1. Swirl Probe in Ice water (from ABS) until temp is stable. 2. Temp? 32'f +/-2'**

**VIII. Fridge/Freezer Temps.**

Freezer: 1. Air Temp? <0'f 2. Product? Solidly Frozen. (No bending) Low ice crystals. None open to air. Fridge: 1.

Witch Fridgeration units? All. 2. Test Air or Product? Product. 3. Temp range? 34-40'f.

**IX. Max Run Size? Sausage? 8. Steak? 4. 10:1? 6. 4:1? 3. McChk? 6. Crispy? 4 Fillet? 8. Nuggets? 1 bag(48+/-).**

**X. How to Check internal Temps?**

1. Reg (10:1)? 4 corners, Center of patty, @ 45', Black hutzler under to stop pass through. 3 of 4 must meet quality temps.

2. 1/4 (4:1)? All 3, Center of patty @ 45', Black hutzler to stop pass through, All must meet quality temp range.

3. Crispy? Thickest part @ 45', can take up to 1 minute to stabilize temp. 4. Fish? Top down, Center of portion @ 45' .

**XI. Internal Temp Ranges? (Critical!)**

Product Min Safe Max Quality

Reg (10:1) 155'f 170'f

Fresh (4:1) 175'f 190'f

Chicken 165'f

Fish 155'f

Pork 155'f

Round egg 155'f Gilled yolk

**XII. If any Product does not meet min safe temp?**

1. Product? Waist all in batch.

2. Wash & sanitize? All trays, utensils, pyrometer probe.

3. Check? Procedures: (Laying down, Pulling/time, Checking temp @Grill.), Grill Clean: (Scrape/Steam), Product: (Dehydration, Thaw, refreeze).

4. Change? If Procedures, Equipment, and Product are good then Change the Cook Time (Start point 42 Sec.) adjust time up to increase temp, down to decrease. (1 Second= 2'f)

5. Cook another run, retest temp.

REG LAR MEN – INTERNAL TEMPERATURES: CHECK F R F D SAFETY AND QUALITY									F D SAFETY		QUALITY	
Time of Day	Product	Platen #	Cook Time	Run Size	Patty #1	Patty #2	Patty #3		Internal temps. at or above 175°F?		All internal temps. between 175-190°F?	
	Fresh Beef 4:1				°F	°F	°F		Y	N	Y	N
	Fresh Beef 4:1					°F	°F		Y	N	Y	N