

Server Training Handbook Quiz

Describe the benefits of our rewards program

1.) What are your primary responsibilities?

- A. Provide total guest satisfaction.
- B. Assist fellow team members
- C. Interact with customers
- D. Follow approved service procedures.

2). Name 5 examples of teamwork.

- A. Running food
- B. Running drinks
- C. Refilling drinks
- D. Answering telephone
- E. Pre-bussing another server's table
- F. Assisting hostess
- G. Getting drinks for kitchen staff
- H. Helping with side work
- I. Maintaining ash trays
- J. Rolling silver ware
- K. Folding pizza boxes
- L. Pick up trash
- M. Sweeping

3). Name 5 of the items in the Lil Rizzos station check.

- A. Tables wiped
- B. chair seat, back and legs wiped
- C. Table base clean
- D. Window sills wiped
- E. sugar caddy clean and full
- F. Salt, pepper clean and full
- G. Red pepper and part clean and full
- H. Ashtray if appropriate
- I. Floor swept/vacuumed.

4). What is the "Point System"?

The point system helps the server ring and deliver the correct food to the right person. By seat position from left to right.

5). When looking for completed orders at the bar or in the kitchen, how long should you wait before you move on to check your tables, the dining room or do side work?

A. 3 seconds

6). Who is responsible for running food?

A. Everyone

7). What are the time standards for the Lil Rizzos sequence of service?

Greeting

Drink delivery

Appetizer delivery

Soup salad delivery

Entree delivery

Check back

Dessert/after dinner drink delivery

Check presentation

Table turn

8). You see a table without a bevnep, what do you do?

A. Greet the table, ask if they have been helped, take drink and appetizer order if not already taken.

9). Using descriptive words is a great tool when upselling, name 5.

Ice cold

Fresh

Steaming

Frosty

Rich

Spicy

Buttery

Thick

Creamy

Homemade

Smooth

Chunky

10). Describe Prebussing.

A. Removal of trash, finished appetizers and salad plates, constantly keeping the table clean for the guests.

11). Describe our bread service.

A. Served with salad and pasta/entrees. Served in a basket with napkins, one roll per guest, monkey dish with butter/margarine.

12). What do you do with unbeaten bread from the. Dining room?

A. Trash

13). It is ok to make change at the table? T/F

A. False

14). What portion of your tips are you required to claim?

A. 100%

15). On occasion you will be required to answer the telephone, what is the proper greeting procedure?

A. Thank you for calling Lil Rizzos (Location) this is (name) how can I help you?