

Server Handbook Quiz

Describe the benefits of our rewards program

1.) What are your primary responsibilities?

- A.
- B.
- C.
- D.

2). Name at least 5 examples of teamwork.

- A.
- B.
- C.
- D.
- E.
- F.
- G.
- H.
- I.
- J.
- K.
- L.
- M.

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

- A.
- B.
- C.
- D.
- E.
- F.
- G.
- H.
- I.

4). What is the "Point System"?

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?

6). Who is responsible for running food?

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?

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

10). Describe Prebussing.

11). Describe our bread service.

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

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

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

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