

▷ **Instructions:** Complete before taking Signature Service quiz.

Note: The trainee should get at least 80% (15 of 19) as minimum score to pass the quiz

1. Shakey's® Signature Service Outlines:

- The "touch points" for each guest interaction
- The definition of guest service
- What bad guest service is

2. Who does Shakey's® Signature Services begin with?

- Busser
- Cashier
- Bartender

3. What is the order of the 9 steps of Signature Service?

- Smile, Make eye contact, Welcome, Listen, Suggest, Repeat, Ask, Inform, Thank
- Inform, Thank, Make eye Contact, Welcome, Listen, Suggest, Repeat, Ask, Smile
- Smile, Thank, Make eye Contact, Welcome, Listen, Suggest, Repeat, Ask, Inform

4. Why is important make "Eye Contact" with the guest?

- Let's the guests know you are acknowledging them and are listening.
- Means that we are listening to them.
- Means we see them, but we are not acknowledging them.

5. What is an appropriate way to greet and welcome our guests?

- "Hey"
- "What would you like?"
- "Hi. Welcome to Shakey's®, how may I help you?"

6. What is the 2nd step of Shakey's® Signature Service Sequence?

- "Thank"
- "Make eye contact"
- "Repeat"

7. What does it mean to "Suggest"?

- Offer ideas to our guests for additional items or beverages
- Giving the guest a take-out menu

8. What does "Repeat" mean in the 6th step of the Signature Service Sequence?

- Repeating back the order to confirm accuracy
- This step is not necessary
- Repeating back the guest's total

9. How would a Team Member "ask" the guest if they would like additional items with their order?

- "May I get you anything else?"
- "Is that it?" or "Is that all."
- "Anything else?"

10. What does "Inform" mean in the 8th step of the Shakey's® Signature Service Sequence:

- Inform the guest of their total and ask how many plates they need
- Inform the guest of the total of their purchase, circle the survey on receipt, and inform the guest where the soda fountain and silverware are located

11. What does the Signature Service do in the 9th Step?

- Gives guest their food
- Thank the guest for coming to Shakey's®
- Say how may I help for you?

12. How can a Team Member be successful when it comes to up-selling?

- Check the menu
- Has knowledge of menu, listens to the guests order, and observes the groups size
- Wait for the guest to order more items

13. What are the three type of guests that visit Shakey's® each day?

- Regular guests and new to Shakey's® guest
- Regular guest
- Regular guests, occasional guests, and new to Shakey's® guest

14. What should you do if you do not know the response to a guest's inquiry?

- Ignore them
- Apologize and tell them you do not know the answer
- Let them know you will find someone who can better help them with the answer

15. What are some situations where a guest might become dissatisfied with their service?

- You ignore them
- They got wrong order
- They waited a long time to be greeted
- All of the above

16. What should you do if you cannot handle a guest issue?

- Call the Manager on duty to help
- Walk away from the guest
- Tell the guest it is not your fault

17. What does L.A.S.T. stand for?

- Listen, Apologize, Solve, Thank
- Look, Act, Secure, Treat
- List, Assume, Stand, Time

18. True or False: Shakey's® Signature Service should be only be conducted during Bunch of Lunch Hours:

- False
- True

19. Who is responsible for providing Shakey's® Signature Service?

- Every Team Member in the restaurant all of the time
- Mangers.
- The Cashiers.