

<b>Module Quiz 20 min</b>	<b>Cashier Quiz</b>	<b>3</b>
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▷ **Instructions:** Complete before taking Cashier quiz.

**Note:** The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

- 1. You must wash your hands ...**
  - After you go to the restroom
  - Count your register
  - Every time you change work stations
  - All of the Above
  
- 2. What are the Cashier's primary responsibilities? (check one)**
  - They are responsible for greeting the guest
  - They are the first point of sales for our guests
  - They provide a friendly Shakey's® Service to each guest, generating sales, maintain cleanliness of work area, cash register operations, and accurate cash handling
  
- 3. What is the order of the Cashier's Sequence?**
  - Listen, Suggest, Inform, Thank, Ask, Repeat, Welcome
  - Thanks, Listen, Suggest, Inform, Repeat, Ask
  - Welcome, Listen, Suggest, Repeat, Ask, Inform, Thanks
  
- 4. Why is it important to make "Eye Contact" with our guests?**
  - Let's the guests know you are acknowledging them and are listening to them
  - Means that we are listening to them
  - Means we see them, but we are not acknowledging them
  
- 5. In the 1<sup>st</sup> step "Welcome", what is the appropriate phrase to welcome the guests?**
  - "Hi, how are you?"
  - "Hi, how you doing?"
  - "Hi. Welcome to Shakey's, how may I help you?"
  
- 6. What is the 2<sup>nd</sup> step of Shakey's® Cashier Sequence?**
  - "Thank"
  - "Listen"
  - "Repeat"
  
- 7. In the 3<sup>rd</sup> Step "Suggest", what does the Cashier do to offer the appropriate items to the guest?**
  - Offer ideas to our guests for additional items or beverages
  - Gives the guest a printed menu
  
- 8. What does "Repeat" mean in the 4<sup>th</sup> Step of the Shakey's® Cashier Sequence?**
  - Repeating back the order to confirm accuracy
  - This step is not necessary
  - The Cashier gives the guest the total of their order
  
- 9. In the 5<sup>th</sup> Step of the Shakey's® Cashier Sequence, how does the Cashier "Ask" the guest if they would like additional items?**
  - "May I get you anything else?"
  - "Is that it?" or "Is that all."
  - "Anything else?"
  
- 10. "Inform" in the 6<sup>th</sup> Step of the Shakey's® Cashier Sequence means:**
  - Inform the guest of their total and ask how many plates they need
  - Inform the guest of the total, circles the survey on receipt, and tell the guest where the soda fountain and silverware are located

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**11. What does the Cashier do in the 7<sup>th</sup> Step?**

- Gives guest their food
- Thank the guest for coming to Shakey's
- Says What may I help for you?

**12. After how many rings should we answer the telephone in the restaurant?**

- Let the phone continuously ring
- After 1 ring
- 3 rings or less

**13. What is the order of the "20 Seconds Washing Hands Procedure"?**

- Vigorously scrub hands and arms (10-15sec), Dry Hands and Arms with single use towel, Wet your hands with warm water, Apply soap
- 1 Wet your hands with warm water; 2 Apply soap; 3 Vigorously scrub hands and arms (10-15sec); 4 Rinse hands and arms with warm water; 5 Dry hands and arms with single use towel
- Dry Hands and Arms with single use towel, Apply soap, Wet your hands with warm water, Vigorously scrub hands and arms (10-15sec),

**14. How does the Cashier know what other items to suggest?**

- Checks the menu
- Knows menu, has listened to the guests order, and has observed the size of the group
- Waits until the guests returns to order additional items

**15. What you should do when you sneeze:**

- Cover your mouth with your t-shirt
- Cover your mouth with a towel
- Cover your sneeze with you arm ("Dracula" approach) and wash your hands

**16. What are considered good practices when it comes to money handling?:**

- Leave your till unattended/allow others use it
- Do not check bills and do not count change back
- Count your register in the office with manager on duty present, check bills, and always count money back to the guest

**17. True or False:** It is okay to count your register in front of the guest.

- False
- True

**18. What does L.A.S.T. stand for?**

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

**19. True or False: The alcohol Policy says:** You must ask for ID and verify age before serving alcohol.

- TRUE
- False

**20. True or False:** The alcohol Policy says: The Team Member must be **18 years old** to **Sell or Pour** alcohol if the Bar Station is next to the cashier counter; but must be **21 years old to Sell, Pour, and Serve** in a separate Bar Station area.

- True
- False