

<b>Module Quiz 20 min</b>	<b>Food Runner Quiz</b>	<b>4</b>
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▷ **Instructions:** Complete before taking Food Runner.

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

**1. You must wash your hands ...**

- Before starting your work and after using the restroom.
- Cleaning tables.
- Every time you start a new activity.
- All of the above.

**2. Which of the following are the Food Runner's responsibilities?**

- Offer additional items.
- Offer refills on beverages.
- Deliver: Food, Plates, and Condiments to guests.
- All of the Above.

**3. What is the correct order of the Food Runners Sequence?**

- 1** Welcome and Offer; **2** Deliver Plates, Condiments and Appetizers; **3** The Food is Ready; **4** Ask, Clean, Suggest-Refill
- 1** Ask, Clean, Suggest-Refill; **2** Deliver Plates, Condiments and Appetizers; **3** The Food is Ready; **4** Welcome and Offer
- 1** Deliver Plates, Condiments and Appetizers; **2** Welcome and Offer; **3** The Food is Ready; **4** Ask, Clean, Suggest-Refill

**4. What is the correct way to greet a guest when seated at the table?**

- "Hi, how are you?"
- "I'll be right back with your food"
- Welcome to Shakey's®. My name is \_\_\_\_\_. How is everyone doing this evening? I will be here to help you with anything you need.

**5. What is the targeted time to deliver food to a guest?**

- 15 minutes or Less.
- 20 minutes.
- 30 minutes.

**6. What is the Expo Table function?**

- Houses condiments (sauces, dressing, etc.), plates, and spatulas.
- Guests are able to service themselves sauces.
- To display the sauces we have available.

**7. Why is it important to suggest an appetizer when greeting a guest?**

- To increase sales.
- To give the guest a better experience by suggesting items to go with their order and increase sales
- "Suggest" is a cashier responsibility

**8. What does the Food Runner do during the first 1<sup>st</sup> Step "Welcome and Offer"?**

- Greets the guest, asks them if they are celebrating a special occasion, offers plates and condiments, and offers any appetizers if they have not already placed an order
- Offers appetizers to guests
- Introduces themselves and only returns to deliver the food

**9. A Food Runner should...**

- Be angry
- Maintain a pleasant and upbeat personality, while interacting with guests in a friendly and professional manner
- Be slow

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**10. What are the responsibilities of a Food Runner in the 2<sup>nd</sup> step of service?**

- Deliver the food.
- Deliver plates, silverware condiments & appetizers.
- Suggest refill.

**11. According to Shakey's® standards, what should you say when delivering food to a guest?**

- "Here is your large Fire House pizza"
- "Here you go" / "Thanks"

**12. What are considered bad habits when serving food?**

- Wiping or touching your nose.
- Touching the food.
- Touching your face or scalp.
- Wearing a dirty uniform.
- All of the Above

**13. In the 3<sup>rd</sup> Step of service "The food is ready", what are the Food Runner responsibilities?**

- Review the order ticket, inspect food quality, deliver food, and give a positive comment.
- Check if the food is ready
- Check the order on Expo Table.

**14. What does L.A.S.T. mean?**

- Always deliver food as fast as you can.
- A Shakey's® Guests Problem Solving System (Listen, Apologize, Solve, and Thank).
- Is an acronym referring to guest complaints.

**15. What is the proper way to wash your hands?**

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

**16. In the 4<sup>th</sup> Step "Ask, Clean, Suggest-Refill", what are the Food Runner responsibilities?**

- Clean and Refill
- Pre-buss any unused dishes, suggest dessert, offer "to go" boxes, and thank guest

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

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

**18. What should a Food Runner do when a guest is unhappy with their service?**

- Get the manager immediately and ignore the guest
- Give the guest the corporate number to file a complaint
- Handle the problem using L.A.S.T. and call the manager if necessary

**19. How do you confirm the sanitizer will be effective?**

- Color
- Concentration (PPM: parts per million)
- The color and odor

**20. What are the 4 parts of the Shakey's® Problem Solving System?**

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your feedback"
  - LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"
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