

▷ **Instructions:** Complete before taking Dining Room Attendant 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 using the restroom
- After clearing a table
- Every time you change work stations
- All of the Above

2. What are some of the Dining Room Attendant responsibilities?

- Greeting guests
- Maintaining a clean restaurant environment
- Maintaining a clean restaurant exterior
- All of the above

3. What are the Dining Room Attendants restaurant exterior responsibilities?

- Maintenance of the parking lot, cleaning doors and windows, and greeting guests
- Vacuuming and washing floors
- Basic maintenance

4. What is the proper way to greet a guest?

- "Sup?"
- "Hey"
- Smile/Eye contact "Hi. Welcome to Shakey's"

5. When necessary, the Dining Room Attendant should clean the following areas:

- The Walk-in and Oven
- Buffet and Salad Bar
- Dishwasher Station and Entrance

6. What are the Dining Room Attendant's responsibilities at the beverage station?

- Checks beverages, stock supplies, checks and refills ice, and cleans and sanitizes work area
- Check the soda, sweet tea and beer
- Clean and sanitizes

7. What does the Dining Room Attendant do in the pre-bussing step of service?

- Remove all unnecessary clean glasses and clean plates from the table
- Politely asks guests if they may remove trash, unnecessary plates, cups and trays from tables
- That does not his/her responsibility

8. All table set ups must have:

- Clean Plates, Pizza Tray Stand and Spatulas
- Food and Beverages
- Pizza Tray Stand, Parmesan Cheese, Crush Chili Peppers, Napkins, Pepper, Salt and Ketchup

9. What does is the proper way to clean a table?

- Remove remains from tables and floor
- Cleans table, wipe down table, sanitizes table, re-sets the table set-up, wipes down seats, wipe clean condiments, sanitize condiments, and sweep or vacuumed floor

10. True or False: It's the guest's responsibility to throw away their trash before they leave.

- False
- True

11. A clean restroom:

- Has clean and dry floors, a clean sink, clean urinals/toilets, free from odor, stocked supplies, clean mirrors, and no graffiti
- Smells nice
- Has a clean urinal and toilet and is free of odor

12. What are considered bad habits when it comes to serving food?

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

13. The Dining Room Attendant's responsibilities in the game room is/are:

- To make sure there is no trash on floors, clean glass, clean windows, sanitize all game seats, sanitize all handles and controller handles
- They are not responsible for anything in the game room
- To make sure the games are fully stocked

14. How often should an employee check the restrooms?

- Every hour
- Every 2 hours
- Every 20 minutes

15. What is the correct 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. Why is important suggest a refill while bussing the table?

- To increase sales
- To give the guest a better experience
- "Suggest" is a cashier responsibility

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
- Nothing

18. What should you do when you have a guest who might be unhappy with their service or product?

- Ask the manager for help immediately
- Give to guest the number to corporate
- Use L.A.S.T. and call the manager if necessary

19. What is the proper way to check that sanitizer will be effective?

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

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

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention"
- 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"