

<b>Module Quiz 20 min</b>	<b>Bartender Quiz</b>	<b>7</b>
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▷ **Instructions:** Complete before taking Bartender 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...**

- Before starting your work and after using the restroom
- Prepare or serve a drink
- Every time you change work station
- All of the above

**2. A bartender:**

- Team Member who stands behind the bar area
- Provides our guest with beverages in a fast-paced, high energy environment
- Shakey's® restaurants do not have bartenders

**3. What is the bartender sequence?**

- 1 Welcome; 2 Ask for ID; 3 Suggest; 4 Repeat; 5 Ask; 6 Inform; 7 Serve; and 8 Thank
- 1 Serve; 2 Welcome; 3 Ask; 4 Suggest; 5 Repeat; 6 Ask; and 7 Thank.

**4. What is the 1<sup>st</sup> step in the "Bartender Serving Sequence"?**

- Welcome
- Suggest
- Smile

**5. What is the proper phrase to welcome a guest?**

- "Hi, how are you?"
- "Hi, how you doing?"
- "Hi. Welcome to Shakey's, How may I help you?"

**6. What is the second step in the "Bartender Serving Sequence"?**

- Welcome
- Ask for ID
- Smile

**7. What does "suggest" mean?**

- Offers additional items or beverages to our guest for a better overall experience
- A bartender does not need to suggest additional items or beverages

**8. What does "Repeat" mean?**

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

**9. What does it mean to "ask"?**

- The bartender asks, "What else may I get for you?"
- The bartender asks, "Is that it?" or "Is that all."

**10. What does it mean to suggest a refill?**

- Ask the guest if they would like a refill while promoting legal and responsible alcohol consumption
- Ask the guest if they would like another fountain drink

**11. True or False:** The alcohol Policy says that you must ask for ID and check the age before serve alcohol, if the guest looks younger than 35.

- False
- True

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**12. True or False:** The alcohol Policy says you must be 18 years or older to sell and pour alcohol. If your restaurant has a separate bar area with its own cashier, the law requires that you are 21 years or older to sell and serve alcohol.

- False
- True

**13. True or False:** One glass per valid ID.

- False
- True

**14. As a restaurant, violating the law when it comes to alcohol can result in:**

- A fine, suspension, or revocation of the ABC license
- A damaged reputation in the restaurant
- A loss of guests
- All of the above

**15. Which statement is incorrect?**

- You should never serve alcohol to the point of intoxication
- It is not your responsibility to monitor the amount of alcohol you serve to a guest
- You should never serve alcohol to an intoxicated person

**16. True or False:** You can serve alcohol to a guest if they have an expired ID.

- False
- True

**17. True or False:** You can serve alcohol to someone who cannot prove age, if they look like they are 35.

- False
- True

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

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

**19. Select the following answer which is a bad Money Handling practice(s):**

- Leave your register unattended/allow others use it
- Check bills over \$20.00/always count back the guests' change in front them
- Count your cash drawer in the office with the Manager on duty

**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"