

- B 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
- a) 20 minutes
  - b) 30 minutes
  - c) 60 minutes
- B 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
  - b) Espresso, Steamed Milk
  - c) Water, Espresso, and Foam
- B 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
- a) 2 minutes
  - b) 4 minutes
  - c) 5 minutes
- C 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- a) 150-160 degrees
  - b) 190-200 degrees
  - c) 120-130 degrees
- A 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
- a) 8 seconds
  - b) 20 seconds
  - c) 10 seconds
- C 6) What do you do if a customer says their latte does not taste like there is espresso in it?
- a) Tell them you made the drink according to the recipe so it should be fine
  - b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
  - c) Apologize to the customer and remake their drink according to standards
  - d) Walk away and have another barista remake their drink
- B 7) You can re-steam milk \_\_\_\_\_?
- a) Only Once
  - b) Never
  - c) Sometimes
  - d) Always
- A 8) What is the proper ratio of coffee grounds to water?
- a) 2 Tablespoons coffee to 6oz water
  - b) 2 Tablespoons coffee to 8oz water
  - c) 1 Tablespoon coffee to 6oz water
  - d) 2 Teaspoons coffee to 8oz water
- R 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
- a) Make their drink with regular milk and hope they do not notice
  - b) Apologize and ask the customer to come back tomorrow
  - c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
  - d) Inform your manager we are out of soy

A 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- ☒ b) False

C 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A 12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

A 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- ☒ c) Half regular and half decaf coffee

A 14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B 15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee

**Cashier Test**

Score 8 / 15

C 1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

A 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

A 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

A 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

C 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city \_\_\_\_\_?

B 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

- A 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
  - b) \$10, \$20, \$50
  - c) \$5, \$50, \$100
  - d) \$10, \$20, \$50
- X 12) How many times should you count change when giving it to the customer?
- a) one
  - ☒ b) two
  - c) three
  - d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? CALIFORNIA ID, PASSPORT

15) How many \$20 bills are in a bank band? 10

**Servers Test**

Score 20 / 35

**Multiple Choice**

- B 1) Food is served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- B 2) Drinks are served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- B 3) Food and drinks are removed on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- A 4) What part of a glass should you handle at all times?  
a) The stem  
b) The widest part of the glass  
c) The top
- A 5) When you are setting a dining room how should you set up your tablecloths?  
a) Neatly and evenly across the tables  
b) The creases should all be going in the same directions  
c) The chairs should be centered and gently touching the table cloth  
d) All of the above
- B 6) If you bring the wrong entrée to a guest what should you do?  
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served  
c) Try to convince the guests to eat what you brought them  
d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

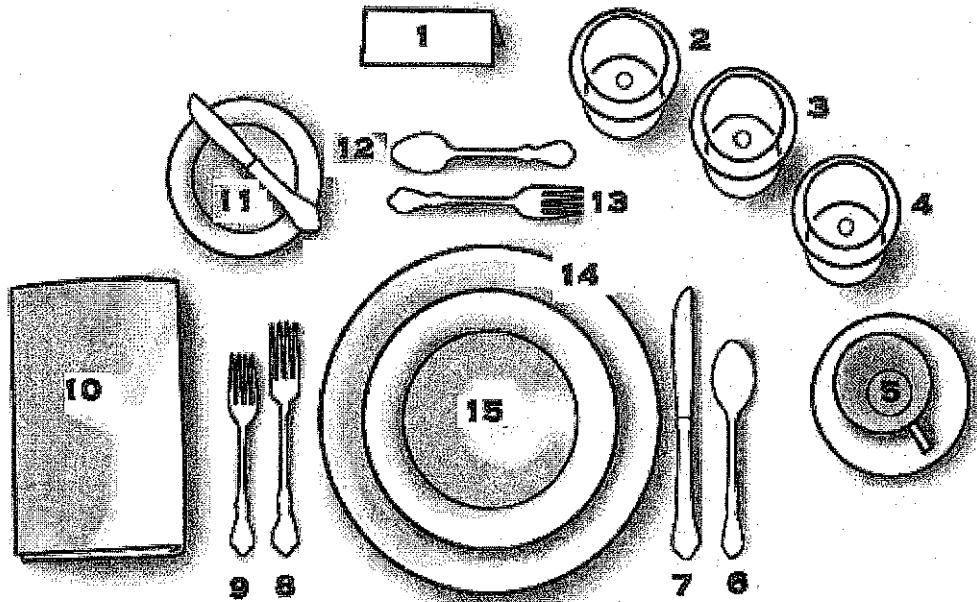
**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>C</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>D</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>E</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>C</u> Corkscrew       | F. Used to open bottles of wine   |
| <u>F</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |

Name \_\_\_\_\_

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

- |                                 |                                       |
|---------------------------------|---------------------------------------|
| _____ Napkin                    | _____ Dinner Fork                     |
| <u>11</u> Bread Plate and Knife | <u>6</u> Tea or Coffee Cup and Saucer |
| <u>1</u> Name Place Card        | <u>7</u> Dinner Knife                 |
| <u>12</u> Teaspoon              | <u>2</u> Wine Glass (Red)             |
| <u>13</u> Dessert Fork          | <u>9</u> Salad Fork                   |
| <u>6</u> Soup Spoon             | <u>11</u> Service Plate               |
| <u>15</u> Salad Plate           | <u>3</u> Wine Glass (White)           |
| <u>4</u> Water Glass            |                                       |

**Fill in the Blank**

- The utensils are placed FORK & KNIFE inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR, CREAM & LEMON
- Synchronized service is when: N/A
- What is generally indicated on the name placard other than the name? N/A
- The Protein on a plate is typically served at what hour on the clock? N/A
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Name: \_\_\_\_\_

Score 9/14

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
  - a) When handling disinfectant solutions
  - b) When cleaning guest rooms
  - c) When handling soiled linen
  - d) When handling or disposing of waste
  - ☒ e) All of the above
2. Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - ☒ e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
  - a) Floors Daily/ Weekly
  - b) Toilets and latrines Daily/ Weekly
  - ☒ c) Carpets in guest rooms Daily/ Weekly
  - ☒ d) Carpets in offices Daily/ Weekly
  - e) Soiled linen Daily/ Weekly
6. The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - ☒ c) Sweeping, mopping and dusting
  - ☒ d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
  - a) Leave it for someone else to clean- up
  - b) Wait until the end of your shift to clean it
  - ☒ c) Flag the spill and clean it up immediately
  - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
  - ☒ a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?  
INFORM THE MANAGER
10. What do you do if you find Lost and Found items in a guest rooms?  
TURN IN ITEMS TO FRONT DESK
11. Describe the difference between a disinfectant and a cleaning solution?

