

**Cashier Test**

**Score**

**14/15**

**B**

1) A roll of quarters is worth?

- \$5.00
- \$10.00
- \$15.00
- \$20.00

**A**

2) A roll of dimes is worth?

- \$5.00
- \$4.00
- \$3.00
- \$2.00

**D**

3) A roll of nickels is worth?

- \$8.00
- \$6.00
- \$4.00
- \$2.00

**A**

4) A roll of pennies is worth?

- \$1.00
- \$0.75
- \$0.50
- \$0.25

**C**

5) What does POS stand for?

- Patience over standards
- Percentage of sales
- Point of sales
- People over service

**8.25**

6) What is the current sales tax rate in your city, **SAN JOSE**?

**C**

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?

- \$4.06
- \$2.06
- \$7.06
- \$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?

- \$19.50
- \$14.50
- \$9.50
- \$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?

- \$6.00
- \$8.00
- \$10.00
- \$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?

- \$78.50
- \$58.50
- \$38.50
- \$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

B

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? PASSPORT, LICENCE, ID CARD

15) How many \$20 bills are in a bank band? 50

80%

B

1) After washing your hands, which item should be used to dry them?

- Clean apron
- Sanitized wiping cloth
- Single use paper towel
- Common used cloth

C

2) While washing dishes by hand, which item should you wear?

- Cutting glove
- Oven Mitt
- Rubber glove
- Nothing

D

3) When should you wash your hands?

- Before you start work
- After handling non-food items (garbage, money, cleaning chemicals)
- After using the restroom
- All of the above

B

4) If you need to move a heavy load, you should PULL and not PUSH the object.

- True
- False

E

5) Which of the following could you be at risk for getting burned from?

- Steam from boiling pots
- Hot liquids (coffee, soup, tea)
- Hot equipment (ovens, pots, chafing dishes)
- Harsh chemicals
- All of the above

A

6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- True
- False

C

7) What should you do if you spill liquids or see a liquid spill?

- Leave it for someone else to clean-up
- Wait until the end of your shift to clean it
- Flag the spill and clean it immediately
- Not sure

C

8) When handling hot items you should?

- Wear rubber gloves
- No need to wear anything
- Use an oven mitt or dry cloth towel
- Nothing

D

9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- Rinsing
- Scraping
- Washing
- Sanitizing

A

10) What is the proper method for cleaning and sanitizing stationary equipment?

- Spray with a strong cleaning solution and wipe with a sanitized cloth
- Spray with a sanitizing solution, then rinse with clean water and dry
- Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- Brush off loose soil with a clean cloth, then wipe with a sanitizing solution



Bartenders Test

Score / 35

Multiple Choice (6 points)

A 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
 a) Slows down  
 b) Speeds up  
 c) Does nothing to

A 2) What are the six most commonly used spirits?  
 a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
 b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
 c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
 d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

B 3) You can accept an expired ID as long as all other information is correct.  
 a) True  
 b) False

A 4) If someone has had too much to drink, serving them coffee will help sober them up.  
 a) True  
 b) False

D 5) What are the acceptable forms of ID for Alcohol Consumption?  
 a) State or Government Issued ID Card or Drivers License  
 b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
 c) School ID or Birth Certificate  
 d) A & B  
 e) A, B & C

B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
 a) True  
 b) False

Vocabulary (9 points)

Match the word to its definition

F "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

E Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

"Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

Muddler

d.) To pour  $\frac{1}{2}$  oz of a liquor on top

Strainer

e.) Used to measure the alcohol and mixer for a drink

Jigger

f.) Used to mix cocktails along with a pint glass and ice

Bar Mat

g.) Used on the bar top to gather spills

"Float"

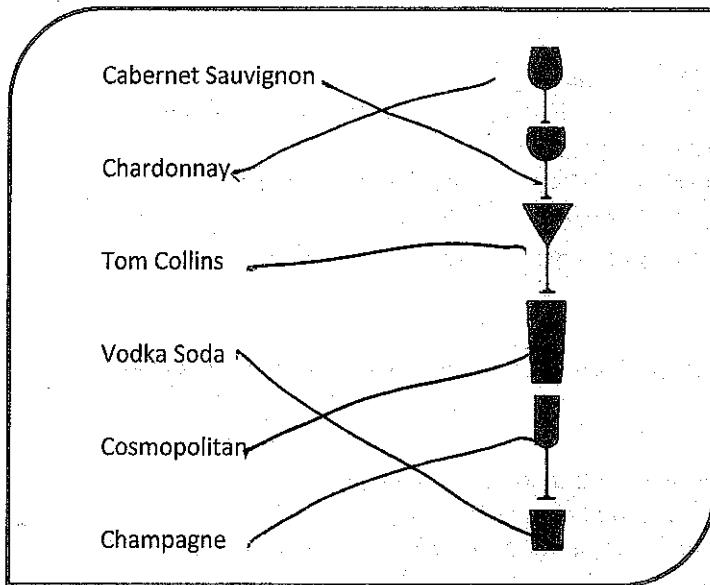
h.) Requesting a separate glass of another drink

"Back"

i.) Means to serve spirit room temperature in a rocks glass with no ice

**Glassware** (6 points)

Match the correct glass to the drink



**Answer and Question** (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Kettle One, Remy Martin

What are the ingredients in a Manhattan? \_\_\_\_\_

What are the ingredients in a Cosmopolitan? \_\_\_\_\_

What are the ingredients in a Long Island Iced Tea? VODKA, RUM, TEQUILA, SWEET & SALT

What makes a margarita a "Cadillac"? SALT

What is simple syrup? \_\_\_\_\_

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

Condensing

What should you do if you break a glass in the ice? MEET THE ICE

When is it OK to have an alcoholic beverage while working? NO

What does it mean when a customer orders their cocktail "dirty"? ON ICE

What are the ingredients in a Margarita? TEQUILA, SWEET & SALT, SALT

**Servers Test**

**Multiple Choice**

A 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

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

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

D 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

D 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

D 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 dinning 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

Academy

**Match the Correct Vocabulary**

\_\_\_\_\_ Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

\_\_\_\_\_ 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)

\_\_\_\_\_ Chaffing Dish

C. Used to hold a large tray on the dining floor

\_\_\_\_\_ French Passing

D. Area for dirty dishware and glasses

\_\_\_\_\_ Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

\_\_\_\_\_ Corkscrew

F. Used to open bottles of wine

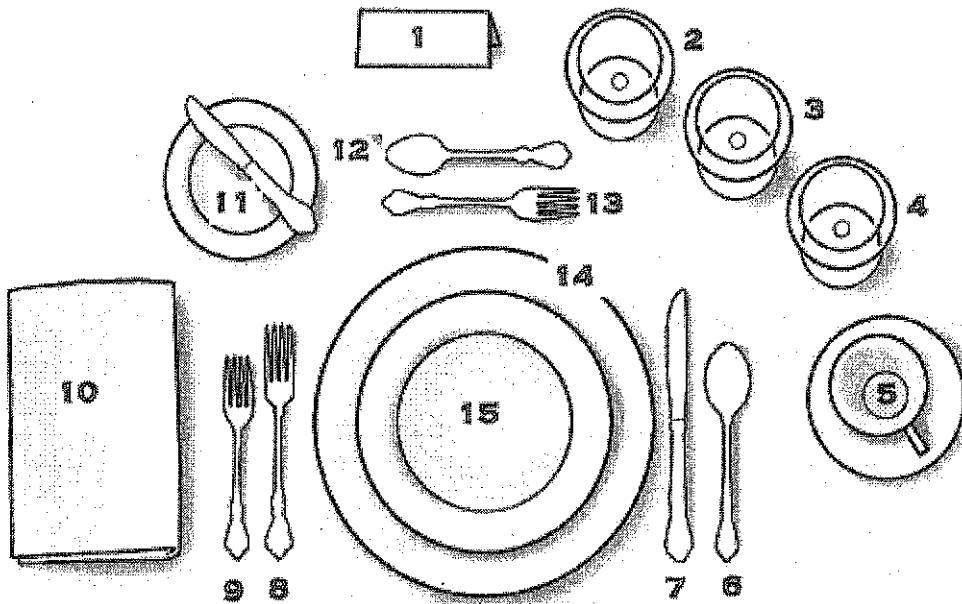
\_\_\_\_\_ Tray Jack

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**

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

6

Teaspoon

13

Dessert Fork

12

Soup Spoon

15

Salad Plate

4

Water Glass

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

9

Wine Glass (Red)

14

Salad Fork

3

Service Plate

1

Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 1 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Cream, Sugar

3. Synchronized service is when: Expeditor is with you serving your customer

4. What is generally indicated on the name placard other than the name? Name of Party

5. The Protein on a plate is typically served at what hour on the clock? 6

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Show them what is on menu gluten free or vegetarian