

Leatherby's Take out Test

Takeout Etiquette:

1. What should you do each time a guest walks into our store?
2. List 3 qualities you should possess to work the takeout counter.
3. What should you do if you are working takeout and you have more than 3 sundaes waiting to be made? 4.

What should you do if you are helping a customer at takeout and someone else walks in? 5. If you are helping a group of, let's say 8 people, what are the appropriate steps you believe should be taken? 6. How would you respond to someone who orders something we do not offer to-go?

7. Do we ever say no?
8. How can you kindly deny someone's request?
9. Do we allow kids items to go?
 - a. If yes, do we offer all children's items to go or just certain ones?
 - b. If no, how come?
10. What should you do if there are customers who are waiting at the door and there is no busser in sight?
11. What should you do with all \$20 bills?
12. What should you do when a customer wants to pay with a \$50 or a \$100?
13. What should you do when it's slow?
14. How many coupons do we typically allow 1 customer to use?

Leatherby's General Knowledge:

15. What year was Leatherby's founded?

16. Who are the original owners of Leatherbys?
17. How many total family owned locations are there?
18. What percentage of butterfat is in our ice cream?

Takeout Food & Ice Cream Knowledge:

19. _____ should be included in every takeout bag that goes out.
20. _____ should go in each takeout bag containing fries.
21. _____ & _____ should be included with every takeout burger.
22. If someone orders a sandwich with coleslaw, napkins and a _____ should also be added to the bag.
23. If someone orders a turkey sandwich with potato salad should they receive ketchup and mustard as well?
 - a. If yes, explain why.
 - b. If no, what question should be asked upon handing them their food?
24. What items are included within our meal deal?
25. How should you ring up a meal deal in toast?
 - a. Hit the meal deal button under sandwiches.
 - c. Ring up the sandwich, sundae and drink, and then discount the entire thing 20%
 - d. Ask the manager to enter in the discount
 - e. Highlight the items that are a part of the meal deal, and then select the meal deal discount that applies.
 - f. We don't sell meal deals to-go
26. What are the side options for a customer that orders a sandwich?
27. What kind of bread do we offer?
28. How many sauces come with chicken strips?
29. Why do we weigh our ice cream?
30. How much is a jar of sauce?

31. Do we have any dairy free options?
32. What kind of nuts are in the pistachio nut ice cream?
33. What kind of nuts are in the Rocky road ice cream?
34. What is in the spumoni ice cream?
35. Which flavors are NOT gluten free?
36. Is our coffee ice cream caffeinated?
37. What makes triple chocolate, triple?
38. How would you describe Swiss Milk Chocolate ice cream?
39. How many toppings come on the small sundae?
40. How many toppings come on the large sundae?
41. How many ice cream flavors come in the small sundae?
42. How many flavors come in the large sundae?
43. If someone orders a black and tan, what should your next question be?
44. What do we call the large shake when speaking to our guests?
45. Why can't a customer order a Daddy Dave's Banana Split or the Grandma's sundae to go?
46. What should you ask every customer who orders a sundae with hot fudge topping?
47. Why is the hand pack more expensive than the prepacked, 1.75 quarts?
48. How much should a hand pack weigh?

49. What if a customer came in to purchase a certain flavor of pre-packed ice cream in the quart freezer and we are out of that flavor? What should you do? *Hint- This is a 2 part answer*

50. How many flavors can you put within a hand pack?

- a. 1
- b. 2 - only exception is neapolitan
- c. 3
- d. As many as they want

51. What if a customer wants a jar of sauce other than chocolate and caramel?

- a. Can they do so?
- b. How much would this cost?

52. What would you do if a customer wants a black and white with the sauce on the side?

53. Do we offer our junior sundae to go?

54. What could you offer someone who asks for a Junior Sundae to go?

55. Do we allow 2 flavors within a single scoop?

- a. If the answer is no, how should you respond?

56. What would you offer a customer who asks for a single scoop of cookie dough with caramel?

57. If a customer is adamant about wanting “just a single scoop of ice cream with a side of sauce”, can we allow it?

58. How should you make the brownie delight to go?

- a. Where does the brownie go within the container?
- b. What container does it go in?

59. Where should the brownie go within a Royal?

60. What is the effect of making sundaes in different containers than they are designed to be in?

Name its container and its weight

61. Single scoop:

62. Double scoop:

63. Triple scoop:

64. Small sundae:

65. Large sundae:

66. BT:

67. Big BT

68. BW:

69. Big BW:

70. Java:

71. Big Java:

72. Craze:

73. Big Craze:

74. Strawberry shortcake:

75. Royal:

76. PB Cup:

77. Cookie Monster Crunch:

78. Brownie Delight:

79. Brownie Bliss:

80. Lena's Lemon Berry Blitz:

81. Marie's Hot Fudge:

82. Rich's Banana Split:

83. Create your own 2 scoop:

84. Create your own 3 scoop:

85. Small shake:

86. Regular shake: