

Leatherby's Take out Test Key

Takeout Etiquette:

1. What should you do each time a guest walks into our store?

Immediately greet them and let them know we will be right with them.

2. List 3 qualities you should possess to work the takeout counter. (open ended)

- Good customer service
- Fast worker
- Multi-tasking

3. What should you do if you are working takeout and you have more than 3 sundaes waiting to

be made? Grab another person to help assist you with the sundaes if necessary.

4. What should you do if you are helping a customer at takeout and someone else walks in?

Greet them and let them know that we will be right with them. If they have been waiting for a little bit, thank them for their patience and find someone to assist them.

5. If you are helping a group of, let's say 8 people, what are the appropriate steps you believe

should be taken? First ask them if they are doing any food. Secondly grab another employee to help with the party of 8. Then start taking their ice cream order.

6. How would you respond to someone who orders something we do not offer to-go?

Try to avoid saying “no”. Instead, offer them an alternative that is still technically what they want. For example, we don’t do a petite sundae at take out. However, we can do a small sundae.

7. Do we ever say no?

No - we avoid saying no and offer them an alternative to what they are looking for.

8. How can you kindly deny someone’s request?

We offer them alternatives to what they are looking for, rather than telling them “no”.

9. Do we allow kids items to go?

a. If yes, do we offer all children’s items to go or just certain ones?

We offer kids food items to go. We do not offer kids ice cream to go.

b. If no, how come?

We do not offer kids ice cream to go, as we do not have the proper containers for it.

10. What should you do if there are customers who are waiting at the door and there is no

busser in sight? We kindly greet them at the door and let them know that we will be right

with them to seat them. Then proceed to find the busser or Shift Lead. OR seat them if you

are trained and have time.

11. What should you do with all \$20 bills?

Make sure to run them through our fraud machine to make sure that they are real.

12. What should you do when a customer wants to pay with a \$50 or a \$100?

Have a Shift Lead manually check the \$50. After they check it, run it through our fraud machine to

double check that it goes through. Ideally, we try not to take \$100 bills.

13. What should you do when it's slow?

Restock, clean, check bathrooms, etc.

14. How many coupons do we typically allow 1 customer to use?

1 per customer, with certain coupons we do 1 per couple

Leatherby's General Knowledge:

15. What year was Leatherby's founded? 1982

16. Who are the original owners of Leatherbys? Grandpa Al, Daddy Dave Sr, Sally Leatherby, and Dave Jr.

17. How many total family owned locations are there? 5 - Arden, Elk Grove, Citrus Heights, Folsom, & Lincoln

18. What percentage of butterfat is in our ice cream? 14%

Takeout Food & Ice Cream Knowledge:

19. ___Napkins_____ should be included in every takeout bag that goes out.

20. _____Ketchup_____ should go in each takeout bag containing fries.

21. _____Ketchup_____ & _____Mustard_____ should be included with every takeout burger.

22. If someone orders a sandwich with coleslaw, napkins and a ___fork_____ 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. No. Ketchup and mustard only for burgers and fries.

- b. If no, what question should be asked upon handing them their food?
You will give them a fork and napkins.

24. What items are included within our meal deal?

An entree with a side, a fountain drink, and a small sundae or shake

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?

Potato salad, cole slaw, fries, chili, garlic fries, chili cheese fries, sweet potato fries, parlour fries, house fries

27. What kind of bread do we offer?

Sourdough, Wheat, Steak Roll, Brioche (burger) buns, HD buns

28. How many sauces come with chicken strips?

1

29. Why do we weigh our ice cream?

Food cost - each sundae is designed to weigh a specific amount. Also to ensure the customer gets the same amount every time.

30. How much is a jar of sauce?

\$12.99

31. Do we have any dairy free options?

Mango Sorbet and/or any specials we make

32. What kind of nuts are in the pistachio nut ice cream?

Almonds and pistachios

33. What kind of nuts are in the Rocky road ice cream?

English Walnuts

34. What is in the spumoni ice cream?

Pistachio, cherry, and chocolate ice cream with dried fruit and pistachios

35. Which flavors are NOT gluten free?

Cookie dough, cookies and cream, cookie monster, birthday cake, coffee oreo, and mint oreo, and certain specialty flavors

36. Is our coffee ice cream caffeinated?

Yes

37. What makes triple chocolate, triple?

A chocolate ice cream base with added chocolate chips and a marble fudge swirl

38. How would you describe Swiss Milk Chocolate ice cream?

Chocolate chip ice cream with malt - a powder like the center of a Whopper Candy

39. How many toppings come on the small sundae?

1

40. How many toppings come on the large sundae?

1

41. How many ice cream flavors come in the small sundae?

2

42. How many flavors come in the large sundae?

2

43. If someone orders a black and tan, what should your next question be?

Would you like a regular black and tan or our boated version? You get double the ice cream!

44. What do we call the large shake when speaking to our guests?

A regular

45. Why can't a customer order a Daddy Dave's Banana Split or the

Grandma's sundae to go?

We don't have containers that supply that amount of ice cream - suggest a

Rich's or a Rachel's Large Sundae instead

46. What should you ask every customer who orders a sundae with hot fudge

topping? **Would you like whipped cream and a cherry as well?**

47. Why is the hand pack more expensive than the prepacked, 1.75 quarts?

The handpack weighs more than the prepacked, so you get more ice cream. When ice cream comes out of the machine it's fluffier, so it doesn't fill as much as when you pack it in.

48. How much should a hand pack weigh?

2.5 LB

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*

- 1. Let them know you can prepack it for them - weigh it to a normal handpacked. This is because when the ice cream comes directly from the ice cream machine, it expands in the 30 below so we need to account for that**
- 2. Charge them for the price of the pre-packed ice cream**

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? **Yes**

b. How much would this cost? **\$12.99**

52. What would you do if a customer wants a black and white with the

sauce on the side? Put both the chocolate and the marshmallow sauce on

the side in the ranch cups

53. Do we offer our junior sundae to go? No - we can offer them a

Matthew's Small Sundae

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

We can offer them a Matthew's Small Sundae

55. Do we allow 2 flavors within a single scoop? No

a. If the answer is no, how should you respond? We can definitely do 2 flavors for you - that will be a double scoop, though. How does that sound?

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

Offer them a Matthew's Small Sundae

57. If a customer is adamant about wanting "just a single scoop of ice cream with a side of sauce",

can we allow it? Yes. Ring up a single scoop with a side of sauce

58. How should you make the brownie delight to go? Triple scoop cup, brownie on the side of the

cup, vanilla ice cream, hot fudge on top with whipped cream and a cherry

a. Where does the brownie go within the container? **On the side of the cup, not underneath the ice cream**

b. What container does it go in? **Triple scoop cup**

59. Where should the brownie go within a Royal? **On the side of the cup, not underneath the ice cream**

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

The sundaes will look smaller if you don't make them in the container that they are meant to be in.

Name its container and its weight

61. Single scoop: **small cup, 7oz**

62. Double scoop: **medium cup, 12oz**

63. Triple scoop: **large cup, 18oz**

64. Small sundae: **medium cup, 10oz**

65. Large sundae: **large cup, 12oz**

66. BT: **large cup, 12oz**

67. Big BT: **boat, 20oz**

68. BW: **large cup, 12oz**

69. Big BW: **boat, 20oz**

70. Java: large cup, 12oz
71. Big Java: boat, 20oz
72. Craze: large cup, 12oz
73. Big Craze: boat, 20oz
74. Strawberry shortcake: large cup, 14 oz
75. Royal: large cup, 14 oz
76. PB Cup: large cup, 14 oz
77. Cookie Monster Crunch: large cup, 14 oz
78. Brownie Delight: large cup, 12oz
79. Brownie Bliss: boat, 20oz
80. Lena's Lemon Berry Blitz: large cup, 14 oz
81. Marie's Hot Fudge: boat, 20oz
82. Rich's Banana Split: boat, 22oz
83. Create your own 2 scoop: boat, 18oz
84. Create your own 3 scoop: boat, 22oz
85. Small shake: 18oz
86. Regular shake: 22oz

