

Server Final Certification Test
Knowledge of Ice Cream, Grill & Leatherby's Creamery

Ice Cream Knowledge

1. Name our sauces:
2. How many sauces come with the Old Fashioned Sundaes?
3. What kind of nuts do we use to top our sundaes?
4. What are our shake flavors?
5. What are our Sherbet Flavors?
6. What are our No Sugar Added (Sugar Free) Ice Creams? What makes it sugar free?
7. What are our Ice Cream Flavors? Name as many as you can.
8. What ice cream Flavor contains malt?
9. What kind of nuts are in the Rocky Road?
10. What kind of nuts are in the Butter Pecan?
11. What kind of nuts are in the Pistachio Nut?

12. What kind of nuts are in the Toasted Almond?

13. What kind of nuts are in the Banana Nut?

14. What is in the spumoni?

15. What makes the triple chocolate triple chocolate?

16. What % butter fat is in our ice cream?

17. What % butter fat does ice cream HAVE to be to be considered ice cream?

18. What % of air is in our ice cream?

19. Is our whipped cream store bought or homemade?

20. What is our whipped cream made of?

21. Do we put eggs in our ice cream?

22. What does fresh frozen mean (fresh frozen strawberries)?

23. Which sauces do we make?

24. How would you describe malt?

25. Are the sherbets lactose (milk) free?

26. Do we grow our own nuts (if so which ones)?

27. Is the sugar free fat free also?

28. What is the % of our milk?

29. What sizes of bulk items do we sell?

a. Ice Cream:

30. What flavor ice cream is used in a chocolate shake? (Unless otherwise specified.)

31. What ice cream flavors are NOT made at Leatherby's?

32. We have two base flavors for our ice cream. What are they?

33. How big is our candy kettle?

Grill Knowledge

1. Do we use butter or margarine on our bread?
2. What kind of cheeses do we offer?
3. Can they add extra crab for the same price as double meat?
4. What kind of crab do we use?
5. What kind of bread do we have?
6. What kind of pickles do we have?
7. What kind of sides can come with the sandwiches?
8. What sizes of Hot Dogs do we have? What kind of meat?
9. What comes in a Creamery Combo Special?
10. Can you combine the Creamery Combo Special with any other promotion or coupon?

11. Can you use a coupon with a meal deal or daily special?
12. What kind of dressings do we have?
13. What sizes of chili do we have?
14. What sodas do we have?
15. What kind of Root Beer do we have?
16. What drinks are caffeine free?
17. Who can order off of the Child's Menu?
18. What sides come with the kid's entrees?
19. What comes with the Child's Meal Deal?
20. Which sandwich is our specialty?

21. Individual meat portions are how many ounces?

22. Which item is served with crackers?

Leatherby's Creamery Knowledge

1. Do we accept the following forms of payment?

Cash –

Visa/MasterCard –

American Express –

Discover –

Checks –

Gift Certificate –

2. How many Leatherby's parlors (owned by the Leatherby family) are there?

3. Where is the original Leatherby's Family Creamery located?

4. How many generations have been involved in the ice cream parlor?

5. Why does Leatherby's get involved in the community?

6. What is Leatherby's known for, what type of service?

7. Are employees allowed to eat mistakes?

8. When on break, how do you go about getting your food?

9. What percentage of discounts do employees receive while at work?

10. What color pants do employees wear to work?
11. What color undershirts are employees allowed to wear?
12. How do you add two guest checks together at the register?
13. How do you add take out items to a guest check at the register?
14. What if the gift certificate is less than the amount of the check?
15. What are a few things that you can do when it is slow?
16. How should you address an adult? (Especially elderly ladies or gentlemen.)
17. Who is responsible for greeting our customers?

Gluten Free/ Handling Allergies

1. What is a gluten allergy?
2. Name 2 food items that would be a good option for the guest to order if they have a gluten allergy.
3. Is our ice cream gluten free?

4. Do we put eggs in our ice cream?
5. Describe how you would handle a food allergy described by the guest.

Leatherby Family History

1. How many kids did Daddy Dave and Sally have?
2. Why did Daddy Dave want to start a family business?
3. Where did Daddy Dave get the idea for Leatherby's?
4. What religion is the Leatherby Family?
5. How many generations of Leatherby's currently work in our creameries?
6. What makes our ice cream so fresh?
7. Where is the Leatherby family from?
8. What are the names of the owners?

SUNDAES!

- a. Rachel's (assume hot fudge and vanilla)
 - i. What's in it?
- b. Matthew's (assume hot fudge and vanilla)
 - i. What's in it?
- c. Patty's (assume hot fudge and vanilla)
 - i. What's in it?
- d. Valerie's
 - i. What's in it?
- e. Deacon Dave's
 - i. What's in it?
- f. Alan's
 - i. What's in it?
- g. Jennifer's
 - i. What's in it?
- h. Paul's
 - i. What's in it?
- i. Rita's
 - i. What's in it?
- j. Marie's
 - i. What's in it?
- k. Joe's Dish
 - i. What's in it?

- l. Mother Sally's (choose ice cream)
 - i. What's in it?
- m. Aaron's (choose ice cream)
 - i. What's in it?
- n. Jacob's
 - i. What's in it?
- o. Rich's
 - i. What's in it?
- p. Daddy Dave's
 - i. What's in it?
- q. Cassidy's
 - i. What's in it?
- r. Grandma's (assume hot fudge and vanilla)
 - i. What's in it?
- s. Laura's (pick a flavor)
 - i. What's in it?
- t. Molly's (pick a flavor)
 - i. What's in it?
- u. Christina's (pick a flavor)
 - i. What's in it?
- v. Jaime's (pick a flavor)
 - i. What's in it?
- w. Theresa's
 - i. What's in it?

- x. Joseph's
 - i. What's in it?
- y. Sarah's (assume hot fudge and vanilla)
 - i. What's in it?
- z. Kimberly's
 - i. What's in it?
- aa. Katie's (pick a flavor)
 - i. What's in it?
- bb. Melanie's
 - i. What's in it?
- cc. Sally's (pick a flavor)
 - i. What's in it?
- dd. Irene's (pick a flavor)
 - i. What's in it?
- ee. Lena's (pick a flavor)
 - i. What's in it?
- ff. Jeremy's (pick a flavor)
 - i. What's in it?
- gg. John's
 - i. What's in it?
- hh. Nicole's
 - i. What's in it?

Grill:

- a. Eli's Steak
 - i. What's on it?
- b. Turkey & Cheddar
 - i. What's on it?
- c. Grandpa Al's Crispy Chicken
 - i. What's on it?
- d. Crab
 - i. What's on it?
- e. Crab Deluxe
 - i. What's on it?
- f. Melted Cheddar
 - i. What's on it?
- g. Better Cheddar
 - i. What's on it?
- h. Uncle Ronnie's Wester Tri-Tip
 - i. What's on it?
- i. Light Tuna
 - i. What's on it?
- j. Egg
 - i. What's on it?

k. Egg Deluxe

i. What's on it?

l. Combination

i. What's on it?

m. Jessie's Classic chicken Pesto

i. What's on it?

n. Nani's Nashville Hot Chicken

i. What's on it?

o. Daddy Dave's Burger

i. What's on it?

p. Cali Burger

i. What's on it?

q. Big Mikes Cali Club Sandwich

i. What's on it?

r. Garden Burger

i. What's on it?

s. Cowboy Burger

i. What's on it?

t. Chicken Strips

i. What sizes do we have & what's the difference?

u. Cheeseburger/Bacon cheese burger/Double cheese burger

i. What's on it?

v. House Salad

i. What's on it?

w. BBQ Ranch Salad

i. What's on it?

x. Little House Salad

i. What's on it?

y. Parlour Fries

i. What's on it?

z. House Fries

i. What's on it?

aa. BLAT

i. What's on it?