

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

Ice Cream Knowledge

1. Name our sauces:

Chocolate, hot fudge, caramel, jersey, strawberry, pineapple, raspberry, marshmallow, and peanut butter

2. How many sauces come with the Old Fashioned Sundaes?

Patty's, Matthews, and Rachel's = 1 sauce, Grandmas = 2

3. What kind of nuts do we use to top our sundaes?

Almonds

4. What are our shake flavors?

Any flavor of ice cream can be made into a shake. You can also add in brownie, banana, pound cake, cookie dough, oreos, peanut butter cups, or butterfinger

5. What are our Sherbet Flavors?

Rainbow and Orange

6. What are our No Sugar Added (Sugar Free) Ice Creams? What makes it sugar free? Sugar Free Vanilla. There is no added sugar to the Sugar Free Vanilla.

7. What are our Ice Cream Flavors? Name as many as you can.

Vanilla, coffee, caramel praline, banana nut, cookie dough, chocolate, chocolate mint, triple chocolate, bubble gum, rocky road, strawberry, chocolate chip, cookies and cream, mocha royale, chocolate peanut butter, butter pecan, pistachio nut, toasted almond, mocha almond fudge, swiss milk chocolate, lemon, peppermint, cookie monster, birthday cake, mint oreo, coffee oreo, sugar free vanilla, mango sorbet, orange sherbet, and rainbow sherbet

8. What ice cream Flavor contains malt?

Swiss milk chocolate

9. What kind of nuts are in the Rocky Road?

English walnuts

10. What kind of nuts are in the Butter Pecan?

Pecans

11. What kind of nuts are in the Pistachio Nut?

Almonds and pistachios

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

Almonds

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

English walnuts

14. What is in the spumoni?

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

15. What makes the triple chocolate triple chocolate?

Chocolate ice cream, chocolate fudge swirl, and chocolate chips

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

14%

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

10%

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

50%

19. Is our whipped cream store bought or homemade?

Homemade

20. What is our whipped cream made of?

Vanilla syrup, heavy cream, and white granulated sugar

21. Do we put eggs in our ice cream?

No. Unless an added ingredient, such as eggnog or cake, etc., is added to the flavor.

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

Items were frozen in their freshest state

23. Which sauces do we make?

Chocolate, caramel, pineapple, jersey, marshmallow, Chocolate syrup and peanut butter

24. How would you describe malt?

It is a powder - it is like the center of a Whopper candy

25. Are the sherbets lactose (milk) free?

No. Only the Mango Sorbet is dairy free

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

Yes, Walnuts

27. Is the sugar free fat free also?

Yes

28. What is the % of our milk?

We use whole milk

29. What sizes of bulk items do we sell?

a. Ice Cream: 1.5 quarts, 2.5 lbs, 3 gallon

b. Sauces: 1 gallon & 16oz

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

Vanilla ice cream made with chocolate syrup

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

Sugar free vanilla, mango sorbet, orange sherbet, rainbow sherbet, and spumoni, Huckleberry (Specialty order)

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

Vanilla and Chocolate

33. How big is our candy kettle?

50-60 gallons

Grill Knowledge

1. Do we use butter or margarine on our bread?

Butter

2. What kind of cheeses do we offer?

White cheddar, yellow cheddar, shredded yellow cheddar cheese, american sliced cheese, and goat cheese

3. Can they add extra crab for the same price as double meat?

No. You would have to ring up a scoop of crab.

4. What kind of crab do we use?

100% real crab- 50% deep sea and 50% snow crab

5. What kind of bread do we have?

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

6. What kind of pickles do we have?

Sweet and Dill pickles

7. What kind of sides can come with the sandwiches?

french fries, potato salad, coleslaw.

You can upgrade- Salad, chili, sweet potato fries, garlic fries, house fries, chili cheese fries, and parlour fries

8. What sizes of Hot Dogs do we have? What kind of meat?

8 inch miller hot dog - all beef

9. What comes in a Creamery Combo Special?

An entree w/side, a fountain drink (can upgrade if you want a specialty drink), and a small sundae or a milkshake

10. Can you combine the Creamery Combo Special with any other promotion or coupon?

No. You cannot combine any coupons with any promotional item or coupon

11. Can you use a coupon with a meal deal or daily special?

No. You cannot combine any coupons with any promotional item or coupon

12. What kind of dressings do we have?

Ranch, BBQ, honey mustard, champagne vinaigrette, and blue cheese

13. What sizes of chili do we have?

A cup and a bowl

14. What sodas do we have?

Pepsi, diet pepsi, dr. pepper, diet dr pepper* or Mountain Dew*, starry, root beer, lemonade, and raspberry iced tea

15. What kind of Root Beer do we have?

Mug root beer

16. What drinks are caffeine free?

Starry and Root Beer

17. Who can order off of the Child's Menu?

Anyone 10 years of age or younger, and anyone 60 years of age and older

18. What sides come with the kid's entrees?

french fries, potato salad, coleslaw, Apple Sauce.
You can upgrade- Salad, chili, sweet potato fries, garlic fries, house fries, chili cheese fries, parlour fries

19. What comes with the Child's Meal Deal?

An entree, a fountain drink (can upgrade to a specialty drink), and a katie's dish (Can upgrade to a Sarah's sundae, or Joseph's clown sundae).

20. Which sandwich is our specialty?

Crab Sandwich

21. Individual meat portions are how many ounces?

Turkey: 3.5oz

Tri-tip: 5.0oz

22. Which item is served with crackers?

Chili

Leatherby's Creamery Knowledge

1. Do we accept the following forms of payment?

Cash – **Yes (no \$100 bills)**

Visa/MasterCard – **Yes**

American Express – **Yes**

Discover – **Yes**

Checks – **No**

Gift Certificate – **Yes**

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

5 – Arden, Elk Grove, Citrus Heights, Folsom, and Lincoln

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

In Sacramento – this is our Arden location

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

6 generations

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

They like to support and give back to the local community and make everyone feel welcome

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

We are known for our fast paced service, friendly staff, and generosity.

7. Are employees allowed to eat mistakes?

Only with Shift Lead approval

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

A shift lead has to ring you up for your food - after they ring you up, then the grill will make it and you'll get your food from the grill. Grill cannot make your food before you've paid for it.

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

50%

10. What color pants do employees wear to work?

Black pants

11. What color undershirts are employees allowed to wear?

Black or white

12. How do you add two guest checks together at the register?

Payment terminal - click 3 dots - combine checks

13. How do you add take out items to a guest check at the register?

Open check, go to take out ice cream or food - add items

14. What if the gift certificate is less than the amount of the check?

Customers will pay the remaining balance with card or cash.

15. What are a few things that you can do when it is slow?

- Restock dressings
- Restock ketchup and mustard
- Restock napkins
- Restock silverware
- Clean different sections of the store
- Check the bathrooms

16. How should you address an adult? (Especially elderly ladies or gentlemen.)

Address them as ma'am, sir, or folks

17. Who is responsible for greeting our customers?

Everyone!

Gluten Free/ Handling Allergies

1. What is a gluten allergy?

An allergy that doesn't allow you to eat gluten - a protein found in wheat, barley, and rye

2. Name 2 food items that would be a good option for the guest to order if they have a gluten allergy.

- A pesto chicken sandwich - lettuce wrapped
- A bacon cheeseburger - lettuce wrapped
- A salad without croutons
- A lettuce wrap for any sandwich, with options to take off any item that contains gluten.

3. Is our ice cream gluten free?

We have a few flavors that are gluten free. Vanilla, toasted almond, chocolate, strawberry, coffee, chocolate mint, lemon, pistachio nut, mocha almond fudge, chocolate chip, mocha royale, rainbow sherbet, orange sherbet, banana nut, triple chocolate, peppermint, butter pecan, bubble gum, sugar free vanilla, and spumoni

4. Do we put eggs in our ice cream?

No. Unless an added ingredient, such as eggnog or cake, etc., is added to the flavor.

5. Describe how you would handle a food allergy described by the guest.

Go into toast and select the allergy specified by the guest. All allergies are made with new, unopened products. Example: petite hot fudge sundae NUT ALLERGY. You'll grab a clean, new glass, vanilla ice cream, chocolate fudge, whipped cream, and cherry. Let customers know that this is the process we follow with ALL allergies, regardless of what kind it is.

Leatherby Family History

1. How many kids did Daddy Dave and Sally have?

10 kids

2. Why did Daddy Dave want to start a family business?

He wanted a gathering place for the whole community, as well as a family business in which all their children could work together

3. Where did Daddy Dave get the idea for Leatherby's?

Daddy Dave got the idea of Leatherby's from the Main Street Cafe that he worked at that was owned and operated by his parents

4. What religion is the Leatherby Family?

Catholic

5. How many generations of Leatherby's currently work in our creameries?

4 generations

6. What makes our ice cream so fresh?

We make it in house and the quality of ingredients that we use

7. Where is the Leatherby family from?

Iowa

8. What are the names of the owners?

Grandpa Al, Daddy Dave, Sally, Jennifer, & Dave Jr

SUNDAES!

- a. Rachel's (assume hot fudge and vanilla)
 - i. What's in it? 2 flavors of ice cream, 1 sauce, whipped cream and cherry
- b. Matthew's (assume hot fudge and vanilla)
 - i. What's in it? 2 flavors of ice cream, 1 sauce, whipped cream and cherry
- c. Patty's (assume hot fudge and vanilla)
 - i. What's in it? 1 flavor of ice cream, 1 sauce, whipped cream and cherry
- d. Valerie's
 - i. What's in it? Chocolate fudge, marshmallow,

chocolate and vanilla ice cream, whip and cherry

e. Deacon Dave's

i. What's in it? 2 brownies, vanilla ice cream, chocolate fudge and caramel sauce, whip and cherry

f. Alan's

i. What's in it? Toasted almond and vanilla ice cream, chocolate fudge and caramel sauce, whip and cherry

g. Jennifer's

i. What's in it? 1 brownie, vanilla ice cream, hot fudge, whip and cherry

h. Paul's

i. What's in it? 1 brownie, vanilla ice cream, hot fudge and raspberry sauce, whip and cherry

i. Rita's

i. What's in it? 1 pound cake, vanilla ice cream, strawberry sauce, whip and cherry

j. Marie's

i. What's in it? 1 banana, vanilla ice cream, hot fudge, whip and cherry

k. Joe's Dish

i. What's in it? 3 flavors of ice cream, 3 scoops

l. Mother Sally's (choose ice cream)

- i. What's in it? 2 flavors of ice cream, 2 scoops
- m. Aaron's (choose ice cream)
 - i. What's in it? Toasted almond and vanilla ice cream, chocolate fudge and caramel sauce, whip and cherry
- n. Jacob's
 - i. What's in it? Chocolate fudge, mocha royale ice cream, and coffee ice cream
- o. Rich's
 - i. What's in it? Banana, vanilla ice cream, chocolate ice cream, strawberry ice cream, pineapple sauce, strawberry sauce, chocolate sauce, whip and cherry
- p. Daddy Dave's
 - i. What's in it? Banana, vanilla ice cream, chocolate ice cream, strawberry ice cream, pineapple sauce, strawberry sauce, chocolate sauce, whip and cherry
- q. Cassidy's
 - i. What's in it? Cookie monster ice cream, hot fudge, marshmallow, famous amos cookies, whip and cherry
- r. Grandma's (assume hot fudge and vanilla)
 - i. What's in it? 3 ice cream flavors, 2 sauces, whipped cream and cherry
- s. Laura's (pick a flavor)

- i. What's in it? Any flavor ice cream in a shake
- t. Molly's (pick a flavor)
 - i. What's in it? Any flavor ice cream in a shake
- u. Christina's (pick a flavor)
 - i. What's in it? Caramel sauce, butter pecan ice cream, caramel praline ice cream, whip and cherry
- v. Jaime's (pick a flavor)
 - i. What's in it? 2 flavors of ice cream, cake cone, whip, sprinkles, and cherry
- w. Theresa's
 - i. What's in it? Root Beer with vanilla ice cream
- x. Joseph's
 - i. What's in it? 1 flavor of ice cream, cake cone, whip, sprinkles, and cherry
- y. Sarah's (assume hot fudge and vanilla)
 - i. What's in it? One scoop of ice cream, sauce on top, whip, cherry, and sprinkles
- z. Kimberly's
 - i. What's in it? 1/2 a banana, vanilla ice cream, chocolate ice cream, strawberry ice cream, pineapple sauce, strawberry sauce, chocolate sauce, whip, sprinkles, and cherry

aa. Katie's (pick a flavor)

- i. What's in it? 1 scoop of ice cream

bb. Melanie's

- i. What's in it? 2 scoops of ice cream, 2 flavors of sauce, 1/2 of a banana or brownie, whip, sprinkles, and cherry

cc. Sally's (pick a flavor)

- i. What's in it? Any flavor ice cream in a shake

dd. Irene's (pick a flavor)

- i. What's in it? Root Beer with vanilla ice cream

ee. Lena's (pick a flavor)

- i. What's in it? Lemon ice cream, raspberry sauce, marshmallow sauce, 1 pound cake, whipped cream, and graham cracker crumbs

ff. Jeremy's (pick a flavor)

- i. What's in it? 2 ice cream flavors, 2 sauces, brownie or banana, whipped cream and cherry

gg. John's

- i. What's in it? 2 ice cream flavors, 2 sauces, brownie or banana, whipped cream and cherry

hh. Nicole's

- i. What's in it? Chocolate ice cream, peanut

butter sauce, hot fudge, brownie, whipped cream and cherry

Grill:

- a. Eli's Steak
 - i. What's on it? Toasted garlic roll, tri tip, white cheddar, mixed greens, tomatoes, onions, mayo
- b. Turkey & Cheddar
 - i. What's on it? Sourdough, turkey, yellow cheddar, tomato, lettuce, mayo
- c. Grandpa Al's Crispy Chicken
 - i. What's on it? Crispy chicken breast, tomato, lettuce, mayo, brioche bun
- d. Crab
 - i. What's on it? Sourdough, crab, lettuce
- e. Crab Deluxe
 - i. What's on it? Sourdough, crab, lettuce, yellow cheddar, avocado
- f. Melted Cheddar
 - i. What's on it? Sourdough, shredded cheddar, white and yellow cheddar

- g. Better Cheddar
 - i. What's on it? Sourdough, shredded cheddar, white and yellow cheddar, bacon, tomato
- h. Uncle Ronnie's Wester Tri-Tip
 - i. What's on it? Roll, white cheddar, french fried onions, bbq sauce
- i. Light Tuna
 - i. What's on it? Sourdough, tuna, yellow cheddar, lettuce, tomato
- j. Egg
 - i. What's on it? Sourdough, egg, lettuce
- k. Egg Deluxe
 - i. What's on it? Sourdough, egg, lettuce, bacon, cheddar cheese
- l. Combination
 - i. What's on it? Sourdough, egg, tuna, lettuce
- m. Jessie's Classic chicken Pesto
 - i. What's on it? Brioche bun, chicken breast, pesto, white cheddar, mixed greens, tomato, red onions
- n. Nani's Nashville Hot Chicken
 - i. What's on it? Brioche bun, crispy chicken

breast, Dill pickle, coleslaw, nashville seasoning, nashville sauce

o. Daddy Dave's Burger

i. What's on it? cheddar sandwich (as bun),
Double bacon double cheese burger, onion, tomato, ranch, bacon

p. Cali Burger

i. What's on it? Brioche bun, burger meat,
bacon, avocado, white cheddar, lettuce, tomato, onion, pickle, mayo

q. Big Mikes Cali Club Sandwich

i. What's on it? Sourdough, turkey, white
cheddar, bacon, avocado, lettuce, tomatoes, ranch

r. Garden Burger

i. What's on it? Brioche bun, garden burger,
lettuce, tomato, onion, pickle, mayo

s. Cowboy Burger

i. What's on it? Brioche bun, burger meat, bbq,
bacon, yellow cheddar, french fried onions, mayo

t. Chicken Strips

i. What sizes do we have & what's the
difference? Kids (2pc), Small (4 piece), and Regular (6 piece)

u. Cheeseburger/Bacon cheese burger/Double cheese burger

i. What's on it? Brioche bun, american cheese,
burger meat, lettuce, tomato, onion, pickle, mayo (bacon if needed)

v. House Salad

i. What's on it? Romaine/spring mix, chicken breast, tomato, dried cranberries, candied pecans, croutons, goat cheese

w. BBQ Ranch Salad

i. What's on it? Romaine/ Spring mix, chicken breast, bacon, tomato, onions, corn, shredded cheddar, fried onions, ranch, and bbq

x. Little House Salad

i. What's on it? Mixed greens, tomatoes, croutons, and goat cheese

y. Parlour Fries

i. What's on it? Fries, chili oil, blue cheese, parsley flakes, crushed red peppers

z. House Fries

i. What's on it? Fries, bacon bits, ranch, cheddar cheese

aa. BLAT

i. What's on it? Sourdough, bacon, lettuce, avocado, tomato, mayo