

Name:

Date:

Dispenser Training Test

<u>Sundae</u>	<u>Weight</u>	<u>Glassware</u> Tulip, Goblet, Tall, Boat, Mug, or Childs	<u>#</u> <u>Flavors</u> <u>Allowed</u>	<u>How do you build it?</u> (Choose one. Assume all have whip and a cherry)
Rachel's Lg. Sundae	32	Tall	2	<p>A. Vanilla ice cream to just above the rim of glass. One ladle of hot fudge. 6 oz Vanilla. Another ladle of hot fudge.</p> <p>B. 1/2 ladle of hot fudge on bottom of glass. Vanilla ice cream to top of glass. 1 ladle of hot fudge at the top of glass. 6 oz scoop on top. One ladle of hot fudge on top of that.</p> <p>C. One ladle of hot fudge in the bottom of glass. Vanilla ice cream to the top of glass with a 6 oz scoop on top. One ladle of hot fudge on top of that.</p>
Matthew's Sm. Sundae	23	Tulip	2	<p>A. Vanilla ice cream to just above the rim of glass. One ladle of hot fudge on top.</p> <p>B. One ladle of hot fudge in the bottom of glass. Vanilla ice cream to the top of glass with a 6 oz scoop on top. One ladle of hot fudge on top of that.</p> <p>C. Half ladle of hot fudge on bottom of glass. Vanilla ice cream to top of glass with a 6 oz scoop on top. One ladle of hot fudge on top of that.</p>
Patty's Jr. Sundae	18	Tulip	1	<p>A. Half ladle of hot fudge on bottom of glass. Vanilla ice cream to top of glass. One ladle of hot fudge on top of that.</p> <p>B. Vanilla ice cream to just above the rim of glass. One ladle of hot fudge on top.</p>
Valerie's BW	32	Tall	2	<p>A. 1 chip of Chocolate ice cream. 1 scoop of Vanilla. 1 ladle of marshmallow. 1 scoop of chocolate on top. 1 ladle of fudge.</p> <p>B. 1 chip of Chocolate ice cream. 1 ladle of marshmallow. 1 scoop of Vanilla. 1 ladle of chocolate. 1 scoop of chocolate on top.</p> <p>C. 1 chip of Chocolate ice cream. 1 ladle of chocolate. 1 scoop of Vanilla. 1 ladle of marshmallow. 1 scoop of chocolate.</p>

Big BW	26	Boat	2	<p><i>A. 1 large scoop of chocolate and 1 large scoop of vanilla side by side. 1 full ladle of marshmallow on the chocolate i.c. and 1 full ladle of chocolate on the vanilla i.c.</i></p> <p><i>B. 1 large scoop of chocolate and 1 large scoop of vanilla side by side. 1 full ladle of chocolate on the chocolate i.c. 1 full ladle of marshmallow on the vanilla i.c.</i></p>
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Alan's BT	32	Tall	2	<p><i>A. 1 chip of Toasted Almond ice cream. 1 scoop of Vanilla. 1 ladle of caramel. 1 scoop of Toasted Almond on top. 1 ladle of fudge.</i></p> <p><i>B. 1 chip of Toasted Almond ice cream. 1 ladle of Caramel. 1 scoop of Vanilla. 1 ladle of chocolate. 1 scoop of Toasted Almond on top.</i></p> <p><i>C. 1 chip of Vanilla ice cream. 1 ladle of chocolate. 1 scoop of Toasted Almond i.c. 1 ladle of Chocolate. 1 scoop of Vanilla i.c.</i></p> <p><i>D. None of the above.</i></p>
Aaron's Grand Big BT	26	Boat	2	<p><i>A. 1 large scoop of Toasted Almond i.c and 1 large scoops of vanilla side by side. 1 full ladle of caramel on the toasted almond i.c. and 1 full ladle of chocolate on the vanilla i.c.</i></p> <p><i>B. 1 large scoop of Toasted Almond i.c and 1 large scoop of vanilla side by side. 1 full ladle of chocolate on the toasted almond i.c. 1 full ladle of caramel on the vanilla i.c.</i></p>
Jennifer's BD	17	Boat	1	<p><i>A. 1 brownie, cut in half with one scoop of vanilla ice cream in the middle topped with hot fudge, whip and a cherry</i></p> <p><i>B. 2 brownies side by side with one scoop of vanilla ice cream in the middle topped with hot fudge, whip and a cherry</i></p> <p><i>C. 1 brownie, cut in half with one scoop of vanilla ice cream in the middle topped with chocolate sauce, whip and a cherry</i></p> <p><i>D. None of the above</i></p>
Paul's Royal	45	Goblet	1	<p><i>A. Chip of vanilla with a half ladle of raspberries, brownie with half ladle of hot fudge, and three 1oz scoops of vanilla topped with raspberry sauce, whipped cream and a cherry.</i></p> <p><i>B. Chip of vanilla with vanilla cake and half ladle of strawberries, three 1oz scoops of vanilla topped with strawberry sauce, whipped cream and a cherry.</i></p> <p><i>C. None of the above</i></p>

Rita's SSC	45	Goblet	1	<p>A. <i>Chip of vanilla with vanilla cake and half ladle of strawberries, three 1oz scoops of vanilla topped with strawberry sauce, whipped cream and a cherry.</i></p> <p>B. <i>Chip of vanilla with a half ladle of raspberries, brownie with half ladle of hot fudge, and three 1oz scoops of vanilla topped with raspberry sauce, whipped cream and a cherry.</i></p>
Cookie Monster Crunch CMON Crunch	45	Goblet	1	<p>A. <i>Half ladle of marshmallow, chip of vanilla with brownie and half ladle of marshmallow, three 1oz scoop of vanilla topped with strawberry sauce, whipped cream and a cherry</i></p> <p>B. <i>Chip of cookie monster, half ladle of marshmallow, with cookies and half ladle of marshmallow, three 1oz scoop of cookie monster topped with hot fudge, whipped cream, oreos, and a cookie</i></p>
Lena's Blitz		Goblet		<p>A. <i>Chip of mango sorbet with a half ladle of raspberries, brownie with half ladle of hot fudge, and three 1oz scoops of mango sorbet topped with raspberry sauce, whipped cream and a cherry.</i></p> <p>B. <i>Chip of lemon with vanilla cake and half ladle of strawberries, three 1oz scoops of vanilla topped with strawberry sauce, whipped cream and a cherry.</i></p> <p>C. <i>Chip of lemon with a half ladle of raspberries, vanilla cake and 1 ladle of marshmallow, three 2oz scoop of lemon topped off with raspberry, whip, and graham</i></p>

				<i>crumbs</i>
Marie's MHF	26	Boat	2	<p>A. <i>Vanilla ice cream to just above the rim of glass. One ladle of hot fudge. 6 oz Vanilla. Another ladle of hot fudge.</i></p> <p>B. <i>2 large scoops of vanilla side by side on top of a sliced banana, topped with 2 ladles of hot fudge, whipped cream and a cherry</i></p> <p>C. <i>2 large scoops of vanilla side by side on top of two brownies, topped with 1 full ladle of chocolate, one full ladle of caramel, whipped cream and a cherry</i></p>
Joe's Lg. Dish	32	Tulip	3	<p>A. <i>Half a ladle of hot fudge on the bottom of glass with one 6oz scoop of vanilla ice cream, followed by four 1oz scoops of ice cream, two 1oz scoops of ice cream, and one 1oz scoop of ice cream topped with whipped cream and a cherry</i></p> <p>B. <i>Three 6oz scoops of ice cream in a dish</i></p> <p>C. <i>One 6oz scoop of vanilla ice cream, followed by four 1oz scoops of ice cream, two 1oz scoops of ice</i></p>

				<i>cream, and one 1oz scoop of i.c.</i>
Mother Sally's Sm. Dish	23	<i>Tulip</i>	2	<p>A. One ladle of hot fudge in the bottom of glass. Vanilla ice cream to the top of glass with a 6 oz scoop on top. One ladle of hot fudge on top of that.</p> <p><i>B. One 6oz scoop of ice cream to the top of glass with another 6oz scoop of top of that. Any flavor of choice</i></p> <p>C. None of the above</p>
Natalie's Jr. Dish	18	<i>Tulip</i>	1	<p><i>A. One 6oz scoop of ice cream in a dish</i></p> <p>B. One 6oz scoop of ice cream to the top of glass with another 6oz scoop of top of that</p> <p>C. Three 6oz scoops of ice cream in a dish</p>
Rich's RBS Daddy Dave's DDBS	30 45	<i>Boat</i> <i>Boat</i>	3 3	<p>A. <i>One scoop each of Strawberry ic, Vanilla ic, and Chocolate ic sitting on a sliced banana topped with chocolate, pineapple, and strawberry sauces.</i></p> <p>B. 2 large scoops of vanilla side by side on top of two brownies, topped with 1 full ladle of chocolate, one full ladle of caramel, whipped cream and a cherry</p>
Deacon Dave's Bliss	26	<i>Boat</i>	2	<p>A. 2 large scoops of vanilla side by side on top of a sliced banana, topped with 2 ladles of hot fudge, whipped cream and a cherry</p> <p>B. 2 brownies side by side with one scoop of vanilla ice cream in the middle topped with hot fudge, whip and a cherry</p> <p><i>C. 2 large scoops of vanilla side by side on top of two brownies, topped with 1 full ladle of chocolate, one full ladle of caramel, whipped cream and a cherry</i></p>
Jacob's Java	32	<i>Tall</i>	2	<i>A. Two large scoops of Mocha Royal & Coffee ice cream topped with chocolate, whipped cream and a cherry</i>

Boat it:	26	<i>Boat</i>	2	<i>B. Two large scoops of Mocha Almond Fudge & Coffee ice cream topped with chocolate, whipped cream and a cherry</i>
Christina's Craze Boat it:	32 26	<i>Tall</i> <i>Boat</i>	2 2	<p><i>A. Two large scoops of Caramel Praline & Butter Pecan ice cream topped with caramel, whipped cream and a cherry</i></p> <p>B. Two large scoops of Caramel Praline & Toasted Almond ice cream topped with caramel, whipped cream and a cherry</p> <p>C. None of the above</p>

Laura's Lg. Shk	24	Tall		A. One flavor of ice cream mixed with milk B. Two flavors of ice cream mixed with milk A. Root beer with one 6oz scoop of ice cream
Molly's Sm. Shk	20	Mug		A. One flavor of ice cream mixed with milk B. Two flavors of ice cream mixed with milk C. Root beer with one 6oz scoop of ice cream
Supreme		Tall		A. Two flavor of ice cream mixed with milk and 2 mix ins B. Two flavors of ice cream mixed with milk Root beer with one 6oz scoop of ice cream
Theresa's RBF	-	Mug	1	A. One flavor of ice cream mixed with milk B. Two flavors of ice cream mixed with milk C. Root beer with one 6oz scoop of ice cream
Grandma's Gmas	32	Tulip	3	A. One 6oz scoop of vanilla ice cream, followed by four 1oz scoops of ice cream, two 1oz scoops of ice cream, and one 1oz scoop of i.c B. Half a ladle of sauce on bottom with one 6oz scoop of vanilla ice cream, followed by four 1oz scoops of ice cream, two 1oz scoops of ice cream, and one 1oz scoop of ic. All topped with one full ladle of sauce, whipped cream and a cherry D. Half a ladle of sauce on bottom with one 6oz scoop of vanilla ice cream, followed by four 1oz scoops of ice cream, two 1oz scoops of ice cream, and one 1oz scoop of ic. All topped with two full ladles of sauce, whipped cream and a cherry
Nicole's PB Cup	45	Goblet	1	A. One chip of chocolate ice cream, half ladle of peanut butter sauce, one brownie, one ladle of hot fudge and three 1oz scoops of chocolate ice cream. Topped with 1 ladle of peanut butter sauce, whipped cream and a cherry. B. Chip of vanilla with vanilla cake and half ladle of strawberries, three 1oz scoops of vanilla topped with strawberry sauce, whipped cream and a cherry.
Fr. Jeremy's CYO	24	Boat	2	A. One scoop each of Strawberry, Vanilla, and Chocolate sitting on a banana topped with chocolate, pineapple, and strawberry sauces B. Any five flavors of ice cream in a banana boat C. Two choices of ice cream on top of a banana or

				brownie, and topped with two choices of sauce.
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Fr. Jeremy's 3 scoop CYO	30	Boat	3	<p>A. One scoop each of Strawberry, Vanilla, and Chocolate sitting on a banana topped with chocolate, pineapple, and strawberry sauces</p> <p>B. Any five flavors of ice cream in a banana boat</p> <p>C. <i>Three choices of ice cream on top of a banana or brownie, and topped with three choices of sauce.</i></p>
Joseph's Clown	11	Childs	1	<p>A. <i>One flavor of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face</i></p> <p>B. Two flavors of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face</p>
Sarah's Ch. Sundae	11	Childs	1	<p>A. Two scoops of vanilla, half a sliced banana, topped with one ladle of hot fudge, whip, sprinkles and a cherry</p> <p>B. <i>One flavor of ice cream, one choice of sauce, whip, sprinkles and a cherry</i></p> <p>C. One scoop of ice cream topped with hot fudge, whip and a cherry. One brownie on the plate</p> <p>D. None of the above</p>
Kimberly's Ch. BS	17	Boat	3	<p>A. Two scoops of vanilla, half a sliced banana, topped with one ladle of hot fudge, whip, sprinkles and a cherry</p> <p>B. One flavor of ice cream in a dish</p> <p>D. <i>Half a banana sliced topped with one scoop each of Vanilla, Chocolate & Strawberry ice cream. Each scoop gets one ladle of sauce (pineapple, chocolate & strawberry)</i></p>
Katie's Ch. Dish	11	Childs	1	<p>A. <i>One flavor of ice cream in a dish</i></p> <p>B. One flavor of ice cream, one choice of sauce, whip, sprinkles and a cherry</p> <p>C. Two flavors of ice cream in a dish</p>
Melanie's Ch. CYO	17	Boat	1	<p>A. One scoop each of Strawberry, Vanilla, and Chocolate sitting on a banana topped with chocolate, pineapple, and strawberry sauces</p> <p>B. Any five flavors of ice cream in a banana boat</p> <p>C. <i>Two choices of ice cream on top of a banana or brownie, and topped with two choices of sauce.</i></p>
Sally's Ch. Shk	16	Tall		<p>A. One flavor of ice cream mixed with milk</p> <p>B. <i>Two flavors of ice cream mixed with milk</i></p> <p>C. Root beer with one 6oz scoop of ice cream</p>

Irene's Ch. RBF	-	Tall		A. One flavor of ice cream mixed with milk B. Two flavors of ice cream mixed with milk C. <i>Root beer with one 6oz scoop of ice cream</i>
Jamie's Super Clown	23	Tulip	2	A. One flavor of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face B. <i>Two flavors of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face</i>
John's Ch. MHF	17	Boat	2	A. <i>Three 3oz scoops of vanilla, half a sliced banana, topped with 1 ½ ladles of hot fudge, whip, sprinkles and a cherry</i> B. One scoop of ice cream on top of a brownie, 1 ladle

				of chocolate sauce, whipped cream, sprinkles, and a cherry. C. None of the above
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Ice Cream and Sundae Knowledge

Ice Cream Knowledge:

1. List our sauces:

Caramel, Chocolate, Hot Fudge, Strawberry, Pineapple, Marshmallow, Raspberry, Peanut Butter

2. What kind of nuts would we use if someone orders them for their sundae?

Almonds

3. What are our shake flavors?

Any Flavor ice cream, syrup or sauce

4. What are our sherbet flavors?

Orange & Rainbow

5. Are the sherbets dairy/lactose free?

No

6. What are our No Sugar Added ice creams (Sugar Free)?

Vanilla

7. Is the sugar free fat free also?

Yes!

8. What options do we have that are Dairy Free?

Mango sorbet

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

English Walnuts

10. What kind of nuts are in Butter Pecan?

Pecans

11. What kind of nuts are in Pistachio Nut? (Hint: there's two types!)

Almonds and Pistachios

12. What kind of nuts are in Toasted Almond?

Almonds

13. What kind of nuts are in Banana Nut?

English Walnuts

14. What is in the spumoni ice cream?

chocolate, cherry, and pistachio with dried fruit and pistachios.

15. What makes Triple Chocolate Ice Cream "triple"?

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

16. Do we put eggs in our ice cream?

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

17. How would you describe malt (used for shakes or within the SMC ice cream)?

It is a powder; it is like the center of a Whopper candy. (A Malt ball)

18. What three ingredients are included in the ice cream base used in our ice cream:

a. Milk

b. Cream

c. Sugar

19. What percentage butterfat is in our ice cream?

14% butterfat

20. What percentage of butterfat does ice cream have to have to be considered ice cream?

10% butterfat

21. What percentage of air is in our ice cream?

50% air

22. What is our whipped cream made of?

Heavy cream, white granulated sugar, and our vanilla shake syrup

23. What percentage butterfat is our whipped cream?

40%

24. What kind of ice cream is used in a Chocolate Shake?

Vanilla with chocolate syrup

25. How do you make a coffee shake?

Coffee ice cream & Coffee syrup

26. How do you make a Banana shake?

Vanilla ice cream with a banana. Don't add too much milk as the banana thins the ice cream just like milk.

27. What type of milk do we use in the store?

Whole Milk

General Restaurant Need to Know

Leatherby's General Knowledge:

28. What year was Leatherby's founded?

1982

29. Who were the founders of Leatherby's?

Grandpa Al, Daddy Dave Sr. and his wife Sally, & Dave Jr. (all Leatherby's)

30. How many family-owned locations do we have?

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

Leatherby's Etiquette & General Knowledge:

31. What should you do if you do not understand an order?

Ask your Captain!

32. What should you do when it is slow? (In the appropriate order)

Stock sauce & ice cream, Clean, ask for direction from your Captain or Manager.

33. What would you do if you saw your fellow employee giving a discount to their friends?

Let your captain or shift lead know

34. Name the first thing you do when the guest walks through the door.

Smile and make eye contact and say, "Welcome to Leatherby's!"

35. Who is responsible for greeting guests?

Everyone!

36. What would you do to accommodate guests that have never been to Leatherby's before? *Tell them the history of the store and family, give them a taste of your favorite flavor, tell them to come back and watch ice cream being made, get a manager to introduce themselves to the table.*

37. If you are new and do not know takeout and/or someone is at the register waiting to pay, what should you do?

Say hello! Tell them you are new and will have someone help them right away. Then go get someone to help!

38. What should you do if there are customers who are waiting at the door and there is no busser in sight?
Say "Hello!" we will be right with you... and then grab someone!

39. What would you do if a guest is not satisfied with their food or ice cream? Sorry = shift lead
Always get a shift lead involved

40. Teamwork is so important to us. Name three ways you can help promote this throughout the shift.

- a.
- b.
- c.

41. When are you done with your shift?
When a shift lead tells you, it is okay to clock off and leave

42. Explain what to do if you are running late, have an emergency absence, or are sick:
• *Always call a shift lead before your shift starts to inform them you will be late.* • *In the case of an emergency absence call the shift lead as soon as possible, but you are ultimately responsible for a replacement.*
• *If you are sick you will need to inform a shift lead at least 4 hours prior. You are also responsible for getting a replacement.*