

DISPENSING TEST KEY

What is the weight of Rachel's large sundae, Alan's B&T, and Valerie's B&W,?

- ☐ 21
- ☐ 30
- ☒ 32
- ☐ 36

What is the weight of Natalie's Petite sundae and a Patty's Petite dish?

- ☐ 21
- ☐ 17
- ☒ 18
- ☐ 32

What is the weight of Matthew's small Sundae, Mother Sally's small dish, and Jamie's Super Clown?

- ☐ 21
- ☒ 23
- ☐ 18
- ☐ 32

What is the weight of a Rich's Banana Split and a 3 scoop Father Jeremy's Create Your Own?

- ☒ 30
- ☐ 32
- ☐ 26
- ☐ 45

What is the weight of Rita's Strawberry Shortcake, Paul's Royal Raspberry Fudge, Nicole's PB Cup, Cassidy's Cookie Monster Crunch, and Lena's Lemon Berry Blitz?

- ☐ 32
- ☐ 50
- ☒ 45
- ☐ 40

What is the weight of the Grandma's Creamery Sundae and Joe's dish?

- ☒ 32
- ☐ 30
- ☐ 26
- ☐ 28

What is the weight of the 2 scoop Father Jeremy's Create Your Own?

- ☐ 26
- ☒ 24
- ☐ 32
- ☐ 30

What is the weight of Marie's Hot Fudge, Deacon Dave's Brownie Bliss, and the "Boated/Big" versions of the B&T and B&W?

- ☐ 32
- ☒ 26
- ☐ 24
- ☐ 30

What is the weight of the Katie's Child dish, Sarah's Child sundae, and Joseph's Clown?

- ☐ 18
- ☐ 17
- ☒ 13
- ☐ 11

What is the weight of Jennifer's Brownie Delight, Kimberly's Banana Split, Melanie's Create Your Own and John's Banana Hot Fudge?

- ☒ 17
- ☐ 11
- ☐ 13
- ☐ 18

What is the weight of the Daddy Dave's Banana Split?

- ☒ 45
- ☐ 53
- ☐ 40
- ☐ 30

What is the weight of Laura's Regular Big Jake's Brownie Batter shake, and Chrissy's Cookies N Dream shake?

- ☐ 22
- ☒ 24
- ☐ 20
- ☐ 16

What is the weight of the Molly's Small milkshake?

- ☐ 24
- ☐ 16
- ☐ 22
- ☒ 20

What is the weight of the Sally's Child milkshake?

- ☒ 16
- ☐ 20
- ☐ 22
- ☐ 24

How many flavors does the Rachel's, B&T, and B&W have/are allowed?

- ☐ 1
- ☒ 2
- ☐ 3

How many flavors does the RBS, DDBS, 3 Scoop CYO, and Ch. BS have/are allowed?

- ☐ 1
- ☐ 2
- ☒ 3

How many flavors does the Jr. dish, Jr. sundae, and Brownie Delight have/are allowed?

- ☒ 1
- ☐ 2
- ☐ 3

How many flavors does the Bliss, 2 Scoop CYO, and Boated B&T/B&W/Java/Craze have/are allowed?

- ☐ 1
- ☒ 2
- ☐ 3

How many flavors does the Ch's MHF and Ch's CYO have/are allowed?

- ☐ 1
- ☒ 2
- ☐ 3

How many flavors does the Ch. dish, Ch. sundae, and Clown have/are allowed?

- ☒ 1
- ☐ 2
- ☐ 3

How many flavors does the SSC, Royal, PB Cup, CMON Crunch, and Berry Blitz have/are allowed?

- ☒ 1
- ☐ 2
- ☐ 3

How many flavors does the Grandma's sundae and Joe's dish have/are allowed?

- ☐ 1
- ☐ 2
- ☒ 3

How many flavors are allowed for shakes?

- ☐ 1
- ☐ 2
- ☒ 3

What glass does the Rachel's, B&T, and B&W go in?

- ☒ Tall
- ☐ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☐ Boat

What glass does the RBS, DDBS, MHF, Brownie Delight, Bliss, Boated B&T/B&W and CYOs go in?

- ☐ Tall
- ☐ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☒ Boat

What glass does the Ch's BS, Ch's MHF, and Ch's CYO go in?

- ☐ Tall
- ☐ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☒ Boat

What glass does the SSC, Royal, PB Cup, CMON Crunch, and Berry Blitz go in?

- ☐ Tall
- ☒ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☐ Boat

What glass does Jr. dish, Jr. sundae, Small dish, Small sundae, Grandma's, Joe's dish, and Super Clown go in?

- ☐ Tall
- ☐ Goblet
- ☒ Tulip
- ☐ Child's dish
- ☐ Boat

What glass does Laura's shake, Big Jake's Brownie Batter shake, and Chrissy's Cookies N Dream shake go in?

- ☒ Tall With Metal Tin
- ☐ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☐ Boat
- ☐ Mug

What glass does Molly's small shake go in?

- ☐ Tall
- ☐ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☐ Boat
- ☒ Mug

What glass does Sally's child shake go in?

- ☒ Tall
- ☐ Goblet
- ☐ Tulip

- ☐ Child's dish
- ☐ Boat
- ☐ Mug

What glass does Irene's root beer float (RBF) go in?

- ☒ Tall
- ☐ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☐ Boat
- ☐ Mug

What glass does Theresa's RBF go in?

- ☐ Tall
- ☐ Goblet
- ☐ Tulip
- ☐ Child's dish
- ☐ Boat
- ☒ Mug

How do you make a Rachel's Large sundae? (Assuming they have whip and cherry already)

- ☐ Vanilla ice cream to just above the rim of the glass. One ladle of hot fudge. 6 oz vanilla. Another ladle of hot fudge.
- ☒ 1/2 ladle of hot fudge on bottom of glass. Vanilla ice cream to the rim. 1 ladle of hot fudge in the middle. 6 oz. scoop on top. One ladle of hot fudge on top of that.
- ☐ One ladle of hot fudge in the bottom of glass. Vanilla ice cream to the top of the glass with a 6 oz scoop on top. One ladle of hot fudge on top of that.

How do you make a Matthew's Small sundae? (Assuming they have whip and cherry already)

- ☐ Vanilla ice cream to just above the rim of glass. One ladle of hot fudge on top.
- ☐ One ladle of hot fudge in the bottom of glass. Vanilla ice cream to the top of the glass with a 6 oz scoop on top. One ladle of hot fudge on top of that.
- ☒ Half ladle of hot fudge on bottom of glass. Vanilla ice cream on top of glass with a 6 oz scoop on top. One ladle of hot fudge on top of that.

How do you make a Patty's Jr. sundae? (Assuming they have whip and cherry already)

- ☐ Half ladle of hot fudge on bottom of glass. Vanilla ice cream on top of glass. One ladle of hot fudge on top of that.
- ☒ Vanilla ice cream to just above the rim of glass. One ladle of hot fudge on top.

How do you make Valerie's B&W? (Assuming they have whip and cherry already)

- 1 chip of Chocolate ice cream. 1 scoop of Vanilla. 1 ladle of marshmallow. 1 scoop of chocolate on top. 1 ladle of fudge.
- 1 chip of Chocolate ice cream. 1 ladle of marshmallow. 1 scoop of Vanilla. 1 ladle of chocolate. 1 scoop of chocolate on top.
- 1 chip of Chocolate ice cream. 1 ladle of chocolate. 1 scoop of Vanilla. 1 ladle of marshmallow. 1 scoop of chocolate

How do you make an Alan's B&T? (Assuming they have whip and cherry already)

- 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.
- 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.
- 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

How do you make a Big B&W? (Assuming they have whip and cherry already)

- 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.
- 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.

How do you make Aaron's Grand B&T? (Assuming they have whip and cherry already)

- 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.
- 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

How do you make a Jennifer's Brownie Delight? (Assuming they have whip and cherry already)

- 1 brownie, cut in half with one scoop of vanilla ice cream in the middle topped with hot fudge
- 2 brownies side by side with one scoop of vanilla ice cream in the middle topped with hot fudge
- 1 brownie, cut in half with one scoop of vanilla ice cream in the middle topped with chocolate sauce

How do you make a Paul's Royal Raspberry Fudge? (Assuming they have whip and cherry already)

- Half ladle of raspberries, chip of vanilla, brownie with half ladle of hot fudge, and three 1oz scoops of vanilla topped with raspberry sauce
- Chip of vanilla with vanilla cake and half ladle of strawberries, three 1oz scoops of vanilla topped with

strawberry sauce

- ☐ None of the above.

How do you make a Rita's Strawberry Shortcake? (Assuming they have whip and cherry already)

- ☐ Half ladle of strawberries, chip of vanilla, cake, half ladle of strawberries, three 1oz scoops of vanilla topped with strawberry sauce
- ☐ 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
- ☐ None of the above.

How do you make a Cookie Monster Crunch?

- ☐ 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
- ☐ Chip of cookie monster, ladle of marshmallow, with cookies/oreo crumbles, three 1oz scoop of cookie monster topped with hot fudge, whipped cream, oreos, and a cookie
- ☐ None of the above.

How do you make a Lena's Lemon Berry Blitz?

- ☐ 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.
- ☐ 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.
- ☐ 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

How do you make a MHF? (Assuming they have whip and cherry already)

- ☐ Vanilla ice cream to just above the rim of glass. One ladle of hot fudge. 6 oz Vanilla. Another ladle of hot fudge
- ☐ 2 large scoops of vanilla side by side on top of a sliced banana, topped with 2 ladles of hot fudge
- ☐ 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

How do you make a Joe's (Large) dish?

- ☐ 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
- ☐ Three 6oz scoops of ice cream in a dish
- ☐ One 6oz scoop of ice cream, followed by four 1oz scoops of ice cream, three 1oz scoops of ice cream, and one 1oz scoop of i.c. Any flavor of choice.

How do you make Mother Sally's small dish?

- ☐ 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.

- One 6oz scoop of ice cream to the top of glass with another 6oz scoop of top of that. Any flavor of choice
- None of the above.

How do you make a Patty's Jr. dish?

- One 6oz scoop of ice cream in a dish
- One 6oz scoop of ice cream to the top of glass with another 6oz scoop of top of that C.
- Three 6oz scoops of ice cream in a dish

How do you make a Rich's (RBS) and Daddy Dave's (DDBS)? (Assuming they have whip and cherry already)

- One scoop each of Strawberry ic, Vanilla ic, and Chocolate ic sitting on a sliced banana topped with chocolate, pineapple, and strawberry sauces
- 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

How do you make a Deacon Dave's Brownie Bliss? (Assuming they have whip and cherry already)

- One scoop each of Strawberry ic, Vanilla ic, and Chocolate ic sitting on a sliced banana topped with chocolate, pineapple, and strawberry sauces
- 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
- 2 brownies side by side with one scoop of vanilla ice cream in the middle topped with hot fudge

How do you make Laura's Regular, Molly's small, and Sally's child's shake?

- One flavor of ice cream mixed with milk
- Three flavors of ice cream mixed with milk
- Root beer with one 6oz scoop of ice cream

How do you make Theresa's RBF?

- Two flavors of ice cream mixed with milk
- Root beer with one 6oz scoop of ice cream
- Two flavor of ice cream mixed with milk and 2 mix ins

How do you make a Grandma's? (Assuming they have whip and cherry already)

- 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
- 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
- Half a ladle of sauce on bottom with one 6oz scoop of vanilla ice cream, followed by four 1oz scoops of ice cream, three 1oz scoops of ice cream, and one 1oz scoop of ic. All topped with two full ladles of sauce.

How do you make a Nicole's PB Cup? (Assuming they have whip and cherry already)

- 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
- Chip of vanilla with vanilla cake and half ladle of strawberries, three 1oz scoops of vanilla topped with strawberry sauce

How do you make a 2 Scoop Father Jeremy's CYO? (Assuming they have whip and cherry already)

- One scoop each of Strawberry, Vanilla, and Chocolate sitting on a banana topped with chocolate, pineapple, and strawberry sauces
- Any five flavors of ice cream in a banana boat
- Two choices of ice cream on top of a banana or brownie, and topped with two choices of sauce.

How do you make a 3 Scoop Father Jeremy's CYO? (Assuming they have whip and cherry already)

- One scoop each of Strawberry, Vanilla, and Chocolate sitting on a banana topped with chocolate, pineapple, and strawberry sauces
- Any five flavors of ice cream in a banana boat
- Three choices of ice cream on top of a banana, brownie, or cake and topped with three choices of sauce

How do you make Joseph's Clown sundae?

- One flavor of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face
- Two flavors of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face

How do you make Sarah' Child sundae?

- Two scoops of vanilla, half a sliced banana, topped with one ladle of hot fudge, whip, sprinkles and a cherry
- One flavor of ice cream, one choice of sauce, whip, sprinkles and a cherry
- One scoop of ice cream topped with hot fudge, whip and a cherry. One brownie on the plate
- None of the above

How do you make Kimberly's Ch. BS?

- Two scoops of vanilla, half a sliced banana, topped with one ladle of hot fudge, whip, sprinkles and a cherry
- One flavor of ice cream in a dish
- 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)

How do you make Katie's Ch. dish?

- One flavor of ice cream in a dish
- One flavor of ice cream, one choice of sauce, whip, sprinkles and a cherry

- Two flavors of ice cream in a dish

How do you make Melanie's Ch. CYO?

- One scoop each of Strawberry, Vanilla, and Chocolate sitting on a banana topped with chocolate, pineapple, and strawberry sauces
- Any five flavors of ice cream in a banana boat.
- Two choices of ice cream on top of a banana or brownie, and topped with two choices of sauce, whip cream, cherry, and sprinkles

How do you make Sally's Ch. shake?

- One flavor of ice cream mixed with milk
- Three flavors of ice cream mixed with milk
- Root beer with one 6oz scoop of ice cream

How do you make Irene's Ch. RBF?

- One flavor of ice cream mixed with milk
- Two flavors of ice cream mixed with milk
- Root beer with one 6oz scoop of ice cream

How do you make Jaime's Super Clown?

- One flavor of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face
- Two flavors of ice cream topped with a plain cone coated in whip and sprinkles. Cherries and cookies for the face

How do you make John's Banana Hot Fudge (Ch. MHF)?

- Two 6 oz scoops of vanilla, half a sliced banana, topped with 1 ½ ladles of hot fudge, whip, sprinkles and a cherry
- One scoop of ice cream on top of a brownie, 1 ladle of chocolate sauce, whipped cream, sprinkles, and a cherry
- None of the above.

List our sauces:

- Caramel
- Chocolate
- Blackberry
- Hot Fudge
- Blueberry
- Strawberry
- Pineapple
- Marshmallow
- Peanut Butter
- Butterscotch

☐ Raspberry

☐ Sugar Free Chocolate

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

☐ Almonds

☐ Pistachios

☐ Walnuts

☐ Peanuts

What are our shake flavors?

☐ Any flavor ice cream, syrup, or sauce

☐ Only vanilla, chocolate, or strawberry

☐ We don't sell shakes

What are our sherbet flavors?

☐ Mango & Rainbow

☐ Mango & Orange

☐ Orange & Rainbow

☐ Mango & Raspberry

Are the sherbets dairy/lactose free?

☐ Yes

☐ No

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

☐ Chocolate

☐ Vanilla

☐ Strawberry

☐ Cookies N' Cream

Is the sugar free fat free also?

☐ Yes

☐ No

What options do we have that are Dairy Free?

☐ Mango

☐ Rainbow

☐ Orange

☐ Raspberry

☐ Sugar Free Vanilla

What kind of nuts are on the Rocky Road?

- ☐ Almonds
- ☐ Pecans
- ☐ English Walnuts
- ☐ Pistachios

What kind of nuts are in the Butter Pecan?

- ☐ Almonds
- ☐ Pecans
- ☐ English Walnuts
- ☐ Pistachios

What kind of nuts are in the Toasted Almond?

- ☐ Almonds
- ☐ Pecans
- ☐ English Walnuts
- ☐ Pistachios

What kind of nuts are in the Banana Nut?

- ☐ Almonds
- ☐ Pecans
- ☐ English Walnuts
- ☐ Pistachios

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

- ☐ Almonds
- ☐ Pecans
- ☐ English Walnuts
- ☐ Pistachios

What is Spumoni ice cream?

- ☐ Chocolate, raspberry, and pistachio with dried fruit and pistachios
- ☐ Chocolate, strawberry, and pistachio with dried fruit and pistachios
- ☐ Chocolate, cherry, and pistachio with dried fruit and pistachios
- ☐ Chocolate, cherry, and mint with dried fruit

Do we put eggs in our ice cream?

- ☐ Yes
- ☐ No, unless an ingredient added into our ice cream has it

How would you describe malt?

Powder; center is like a whopper candy

What three ingredients are included in the ice cream base used in our ice cream?

- ☒ Milk
- ☐ Egg Yolk
- ☐ Salt
- ☒ Sugar
- ☒ Cream
- ☐ Vanilla extract

What percentage of butterfat is in our ice cream?

- ☐ 50
- ☒ 14
- ☐ 15
- ☐ 10

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

- ☐ 50
- ☐ 14
- ☐ 40
- ☒ 10

What percentage of air is in our ice cream?

- ☒ 50
- ☐ 14
- ☐ 40
- ☐ 10

What percentage butterfat is our whipped cream?

- ☐ 50
- ☒ 14
- ☐ 40
- ☐ 10

What is our whipped cream made of?

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

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

How do you make a Chocolate shake?

- Vanilla ice cream with chocolate syrup
- Chocolate ice cream with chocolate syrup

How do you make a Coffee shake?

- Vanilla ice cream with coffee syrup
- Coffee ice cream with coffee syrup

How do you make a Banana shake?

- Banana nut ice cream
- Vanilla ice cream with a banana

What type of milk do we use in the store?

- Fat-free milk
- Whole milk
- Low fat milk
- Almond milk
- 2% milk

What year was Leatherby's founded?

- 1982
- 1980
- 1952
- 1992

Who were the founders of Leatherby's?

- Daddy Dave Sr., Dave Jr, Matt Leatherby, and Jake Leatherby
- Grandpa Al, Daddy Dave Sr., Sally Leatherby, and Dave Jr.
- Matt Leatherby, Jake Leatherby, and Michael Cremins
- Dave Jr., Alan Leatherby, Sally Leatherby, and Grandpa Al

How many family-owned locations do we have?

- 5- Arden, Elk Grove, Citrus Heights, Folsom, & Lincoln
- 6-Arden, Elk Grove, Citrus Heights, Folsom, Utah, & Lincoln
- 4-Arden, Folsom, Lincoln, & Elk Grove
- 5-Arden, Elk Grove, Citrus Heights, Vacaville, & Lincoln

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

Ask for help from captain or SL

What should you do when it's slow?

Stock ice cream, clean, & ask for direction

What would you do if you saw your fellow employee giving a discount to their friend?

- ☐ Turn a blind eye
- ☐ Follow their lead
- ☐ Let your captain or shift lead know
- ☐ Fight them

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

Smiled and greet them, "Welcome to Leatherby's"

Who is responsible for greeting guests?

- ☐ Dispensers
- ☐ Bussers
- ☐ Everyone!
- ☐ No one

What would you do to accommodate guests that have never been to Leatherby's before?

Tell them the history, give samples, get the shift lead, and make them feel special

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

Greet them, tell them you are new, and get someone to help (captain or SL)

What should you do if there are customers who are waiting at the door and there is no busser in sight?

Greet them and grab someone to help. Seat them yourselves if you know how.

What would you do if a guest is not satisfied with their food or ice cream?

Sorry= shift lead, get a shift lead

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

Help others, work efficiently, and stay clean. Answers may vary.

When are you done with your shift?

When a captain or shift lead tells you

Explain what to do if you are running late, have an emergency absence, or are sick.

Call the shift lead of the shift, call the store. You are solely responsible for a replacement. If you are sick, inform a shift lead or general managers at least 4 hours prior to shift.