

TAKEOUT TEST KEY

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

Greet them, tell them we'll be right with them, ask for help

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

- ☐ Tell them you'll be right with them.
- ☐ Grab a busser and/or SL
- ☐ Immediately greet them and let them know we will be right with them.
- ☐ Ignore them.

List 3 or more qualities you should possess to work the takeout counter.

- ☐ Good customer service
- ☐ Fast working
- ☐ Multi-tasking
- ☐ Good looks
- ☐ Agressiveness
- ☐ Lazy
- ☐ Upbeat
- ☐ Patience
- ☐ Moody
- ☐ Confidence

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

- ☐ Power through, you can do it all on your own.
- ☐ Grab another person to help assist you with the sundaes if necessary.
- ☐ Give up.

If you are helping a group of 8 or more people, what are the appropriate steps you believe should be taken?

Ask if any of them are ordering food; Grab another employee to help

How would you respond to someone who orders something we do not offer to-go or has a request we cannot do? What do we not say?

Try avoid saying "no"; offer them an alternative

We allow kids food items to-go but not ice cream to-go because we do not have proper containers for them.

☒ True

☐ False

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

☐ Ignore them.

☒ Kindly greet them and let them know someone will be right with them to seat them.

☒ Kindly greet them and seat them if you are trained and have time.

☐ Greet them with a smile and walk away.

\$20 bills should be ran through our fraud machine to make sure they are real.

☒ True

☐ False

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

☐ Take it without being checked.

☒ Have a SL check and run it through fraud machine.

☐ Have a server and/or dispensing captain check it and run it through the machine.

☐ Run it through the machine.

What should you do when it's slow? Check all that apply.

☒ Clean

☐ Stand around

☒ Restock

☒ Thin out sauces

☐ Check your phone.

☒ Check bathrooms

☒ Ask dispensing captain for any specific jobs.

☐ Talk and catch up with everyone.

☒ Help out dine-in if necessary

☒ Get ahead of your closings

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

- ☐ 2 coupons per customer
- ☐ 1 coupon per 4 customers
- ☒ 1 coupon per customer, certain coupons are 1 per couple
- ☐ 2 coupons per couple

What year was Leatherby's founded?

- ☐ 1955
- ☒ 1982
- ☐ 1992
- ☐ 1980

Who are the original owners of Leatherby's?

- ☒ 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
- ☐ Daddy Dave Sr., Dave Jr, Matt Leatherby, and Jake Leatherby

How many locations are there and which are they?

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

What percentage of butterfat is in our ice cream?

- ☐ 14
- ☒ 40
- ☐ 50
- ☐ 10

What should be included in every takeout bag that goes out?

Napkins

What should go in each takeout bag containing fries?

Ketchup

What two things should be included with every takeout burger?

Ketchup and Mustard

What items are included within our meal deal?

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

How should you ring up a meal deal in Toast?

- ☐ Hit the meal deal button under sandwiches.
- ☐ Ring up the entree, sundae, and drink and then discount the entire thing 20%.
- ☐ Ask the manager to enter in the discount.
- ☐ Highlight the items that are apart of the meal deal and then select the meal deal discount that applies

What are the side options for a customer that orders an entree? Check all that apply.

- ☐ Potato Salad
- ☐ Onion Rings
- ☐ Fries
- ☐ Coleslaw
- ☐ Garlic Fries
- ☐ Chili Cheese Fries
- ☐ Sweet Potato Fries
- ☐ Cup of Soup
- ☐ Parlour Fries
- ☐ Cup of Chili
- ☐ Little House Salad
- ☐ House Fries
- ☐ Truffel Fries

What kind of bread do we offer? Check all that apply.

- ☐ Sourdough
- ☐ White
- ☐ Wheat
- ☐ Steak Roll
- ☐ Potato
- ☐ Brioche Bun
- ☐ HD Bun
- ☐ Cibatta

How many sauces come with regular chicken strips? Large chicken strips?

- ☐ 2 for both
- ☐ 2 & 3
- ☒ 1 & 2
- ☐ 1 for both

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.

How much is a jar of sauce?

- ☐ \$10.99
- ☐ \$11.99
- ☐ \$14.99
- ☒ \$12.99

Mango and Raspberry sorbet are dairy free.

- ☒ True
- ☐ False

Rainbow and Orange sherbert are dairy free.

- ☐ True
- ☒ False

What kind of nuts are in the Pistachio Nut ice cream? *Hint there's two

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

What kind of nuts are in Rocky Road ice cream?

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

What is in Spumoni ice cream?

- ☐ Pistachio, raspberry, and chocolate with dried fruit and pistachios

- ☐ Mint, cherry, and chocolate with dried fruit
- ☒ Pistachio, cherry, and chocolate with dried fruit and pistachios
- ☐ Pistachio, strawberry, and chocolate with dried fruit and pistachios

What flavors are NOT gluten free?

- ☐ Vanilla
- ☐ Chocolate Mint
- ☐ Mocha Almond Fudge
- ☒ Any flavor that has added cookies and/or cake to it
- ☐ Toasted Almond

Is our coffee ice cream caffeinated?

- ☒ Yes
- ☐ No

What is in our 1982 ice cream?

Caramel based ice cream with fudge swirl and oreos

How would you describe Swiss Milk Chocolate ice cream?

chocolate chip ice cream with malt; whopper flavored

How many toppings come on the small sundae?

- ☒ 1
- ☐ 2
- ☐ 3
- ☐ 4

How many toppings come on the large sundae?

- ☒ 1
- ☐ 2
- ☐ 3
- ☐ 4

How many ice cream flavors come with the small sundae?

- ☐ 1
- ☒ 2

- ☐ 3
- ☐ 4

How many ice cream flavors come with the large sundae?

- ☐ 1
- ☒ 2
- ☐ 3
- ☐ 4

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

- ☐ Are you getting this to-go?
- ☐ Would you like whip cream and cherry?
- ☒ Would you like a regular black and tan or a boated version?
- ☐ Anything else?

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

- ☐ A large
- ☒ A regular
- ☐ A big shake
- ☐ The bigger one

We don't offer the Daddy Dave's Banana Split or the Grandma's sundae to-go because we don't have containers to fit all that ice cream.

- ☒ True
- ☐ False

What should you ask every customer who orders a sundae with hot fudge topping?

- ☒ Would you like the sauce on the side?
- ☐ Would you like whip cream and cherry?
- ☐ Anything else?
- ☐ Would you like nuts?

Why is the hand pack of ice cream more expensive than the pre-packed (1.75 quart)?

Weighs more than prepacked, and has no air bubbles

How much should a Hand Pack weigh?

- ☐ 2.5 oz
- ☐ 40 lbs.
- ☒ 2.5 lbs
- ☐ 5 lbs

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

Let them know we can pack it for them; Charge them for the price of the pre packed ice cream

How many flavors can you put within a hand pack?

- ☐ 1
- ☐ 2
- ☒ 3
- ☐ As many as they want

Can a customer get a jar of sauce other than chocolate and caramel?

- ☒ Yes
- ☐ No

Do we offer our junior sundae to-go?

- ☐ Yes
- ☒ No

What could you offer someone who asks for a junior sundae to-go?

- ☐ A child's sundae
- ☒ A Matthew's small sundae
- ☐ A single scoop with sauce on top
- ☐ Nothing

Since we do not allow 2 flavors within a single scoop, how should you respond when a customer asks for one?

offer a double scoop

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 it up as a single scoop with a side of sauce
- ☐ No

What is the effect of making sundaes in containers different from the ones they are designed to be in?

Sundaes will look smaller if not made in correct container

What items come in a small cup? Check all that apply.

- ☒ Single Scoop
- ☐ Double Scoop
- ☐ Triple Scoop
- ☐ Small Sundae
- ☐ Large Sundae
- ☐ B&T/B&W
- ☐ Big B&T/Big B&W
- ☐ Strawberry Shortcake
- ☐ Royal
- ☐ PB Cup
- ☐ Lemon Berry Blitz
- ☐ Brownie Delight
- ☐ Brownie Bliss
- ☐ Rich's Banana Split
- ☐ Marie's Hot Fudge
- ☐ 2 Scoop CYO
- ☐ 3 Scoop CYO

What items come in a medium cup? Check all that apply.

- ☐ Single Scoop
- ☒ Double Scoop
- ☐ Triple Scoop
- ☒ Small Sundae
- ☐ Large Sundae
- ☐ B&T/B&W
- ☐ Big B&T/Big B&W
- ☐ Strawberry Shortcake
- ☐ Royal
- ☐ PB Cup
- ☐ Lemon Berry Blitz
- ☐ Brownie Delight
- ☐ Brownie Bliss

- ☐ Rich's Banana Split
- ☐ Marie's Hot Fudge
- ☐ 2 Scoop CYO
- ☐ 3 Scoop CYO

What items come in a large cup? Check all that apply.

- ☐ Single Scoop
- ☐ Double Scoop
- ☒ Triple Scoop
- ☐ Small Sundae
- ☒ Large Sundae
- ☒ B&T/B&W
- ☐ Big B&T/Big B&W
- ☒ Strawberry Shortcake
- ☒ Royal
- ☒ PB Cup
- ☒ Lemon Berry Blitz
- ☒ Brownie Delight
- ☐ Brownie Bliss
- ☐ Rich's Banana Split
- ☐ Marie's Hot Fudge
- ☐ 2 Scoop CYO
- ☐ 3 Scoop CYO

What items come in a black, plastic boat? Check all that apply.

- ☐ Single Scoop
- ☐ Double Scoop
- ☐ Triple Scoop
- ☐ Small Sundae
- ☐ Large Sundae
- ☐ B&T/B&W
- ☒ Big B&T/Big B&W
- ☐ Strawberry Shortcake
- ☐ Royal
- ☐ PB Cup
- ☐ Lemon Berry Blitz
- ☐ Brownie Delight
- ☒ Brownie Bliss
- ☒ Rich's Banana Split
- ☒ Marie's Hot Fudge
- ☒ 2 Scoop CYO
- ☒ 3 Scoop CYO

How much does Molly's small shake weigh?

- ☐ 20 oz
- ☒ 18 oz

- ☐ 12 oz
- ☐ 22 oz

How much does Laura's regular shake, Big Jake's Brownie Batter shake, and Chrissy's Cookies N Dream shake weigh?

- ☐ 20 oz
- ☐ 18 oz
- ☐ 12 oz
- ☒ 22 oz

What is the weight of a single scoop?

- ☒ 7
- ☐ 10
- ☐ 12
- ☐ 14
- ☐ 18
- ☐ 20
- ☐ 22

What is the weight of a double scoop/Large sundae/BT/BW/Java/Craze/Brownie Delight?

- ☐ 7
- ☐ 10
- ☒ 12
- ☐ 14
- ☐ 18
- ☐ 20
- ☐ 22

What is the weight of a SSC/Royal/PB Cup/CMON Crunch/Lemon Blitz?

- ☐ 7
- ☐ 10
- ☐ 12
- ☒ 14
- ☐ 18
- ☐ 20
- ☐ 22

What is the weight of a small sundae?

- ☐ 7
- ☒ 10
- ☐ 12
- ☐ 14

- ☐ 18
- ☐ 20
- ☐ 22

What is the weight of a Rich's Banana Split/CYO 3 Scoop?

- ☐ 7
- ☐ 10
- ☐ 12
- ☐ 14
- ☐ 18
- ☐ 20
- ☒ 22

What is the weight of a Big BT/Big BW/Big Java/Big Craze/Brownie Bliss/MHF?

- ☐ 7
- ☐ 10
- ☐ 12
- ☐ 14
- ☐ 18
- ☒ 20
- ☐ 22

What is the weight of a CYO 2 Scoop?

- ☐ 7
- ☐ 10
- ☐ 12
- ☐ 14
- ☒ 18
- ☐ 20
- ☐ 22

What's in a Turkey and Cheddar sandwich?

- ☐ Grilled sourdough, melted white cheddar, one pack of turkey, LTOP, and mayo
- ☒ Grilled sourdough, melted yellow cheddar, one pack of turkey, tomato, lettuce & mayo
- ☐ None of the above.

What's in the Crab sandwich?

- ☒ Grilled sourdough, lettuce, and two scoops of Crab
- ☐ Grilled sourdough, cheddar cheese, LTOP and scoops of Crab
- ☐ None of the above.

What's in the Crab Deluxe sandwich?

- ☐ Grilled sourdough, lettuce, two scoops of crab, avocado and melted cheddar cheese
- ☐ Grilled sourdough, LTOP, two scoops of crab, avocado, and white cheddar cheese
- ☐ None of the above.

What's in the Tuna and Cheddar sandwich?

- ☐ Grilled sourdough, 2 scoops of tuna, melted cheddar, LTOP
- ☐ Grilled sourdough, 2 scoops of tuna, melted cheddar, avocado, LTOP
- ☐ Grilled sourdough, 2 scoops of tuna, melted cheddar cheese, lettuce and tomato

What's in the Egg Salad sandwich?

- ☐ Grilled sourdough, lettuce, and two scoops of egg.
- ☐ Grilled sourdough, lettuce, tomato, and 1 scoop of egg
- ☐ Grilled sourdough, lettuce, cheddar cheese, and 2 scoops of egg

What's in the Egg Deluxe sandwich?

- ☐ Grilled sourdough, lettuce, two scoops of egg, bacon and cheddar cheese
- ☐ Grilled sourdough, lettuce, cheddar cheese, and 2 scoops of egg
- ☐ Grilled sourdough, lettuce, two scoops of egg, bacon and tomato

What's in the Triple Cheddar sandwich?

- ☐ Grilled sourdough with one slice white cheddar, one slice yellow cheddar, melted with shredded cheddar.
- ☐ Grilled sourdough with two slices white cheddar, one slice yellow cheddar, melted with shredded cheddar
- ☐ Grilled sourdough with one slice white cheddar, two slices yellow cheddar, melted with shredded cheddar

What's in the Better Cheddar sandwich?

- ☐ Grilled sourdough with one slice white cheddar, two slices yellow cheddar, melted with shredded cheddar.
Bacon and tomato
- ☐ Grilled sourdough with two slices white cheddar, one slice yellow cheddar, melted with shredded cheddar.
Bacon and tomato
- ☐ None of the above.

What's in the California Club sandwich?

- ☐ Grilled sourdough bread, one packet of turkey, melted white cheddar cheese, bacon, avocado, lettuce, tomato, and ranch
- ☐ Grilled sourdough bread, one packet of turkey, melted yellow cheddar cheese, bacon, avocado, lettuce, tomato, and ranch.
- ☐ Grilled sourdough bread, two packets of turkey, melted white cheddar cheese, bacon, avocado, lettuce, tomato, and ranch

What's in the Combination sandwich?

- Grilled sourdough with two scoops each of egg and tuna, with lettuce
- Grilled sourdough with one scoop of egg, one scoop of tuna, and lettuce
- Grilled sourdough with one scoop each of crab, tuna, and egg with lettuce

What's in the Western Tri-Tip sandwich?

- Toasted French roll with Tri Tip melted white cheddar, fried onion tanglers and BBQ sauce
- Grilled sourdough with pulled chicken, BBQ sauce, and onion tanglers
- None of the above.

What's in the Steak sandwich?

- Toasted French roll with Tri Tip melted white cheddar, fried onions and BBQ sauce
- Grilled sourdough with pulled chicken, BBQ sauce, and onion tanglers
- Sliced Tri Tip, white cheddar cheese, mixed greens, tomatoes, onions, and mayo on toasted garlic bread

How are Chicken Strips made?

Regular: 4 pieces

Large: 6 pieces

Press timer for 4 mins

What's in the Crispy Chicken sandwich?

- Crispy chicken breast on grilled brioche bun, lettuce, tomato, and house sauce
- Crispy chicken breast on grilled brioche bun, LTOP, cheese, and house sauce
- Crispy chicken breast on grilled brioche bun, LTOP and house sauce

What's in the Buffalo Chicken sandwich?

- Crispy chicken breast on grilled brioche bun, LTOP, cheese, and mayo
- Crispy chicken breast on grilled brioche bun, buffalo sauce and bleu cheese crumbles
- Crispy chicken breast on grilled brioche bun, lettuce, tomato, buffalo sauce, bleu cheese sauce, and bleu cheese crumbles.

What's in the Classic Chicken sandwich?

- Fried chicken breast, house sauce, white cheddar, greens, tomatoes, onions, on brioche bun
- Chicken breast, house sauce, white cheddar, greens, tomatoes, onions, on brioche bun
- Fried chicken breast, pesto, ranch, white cheddar, greens, tomatoes, onion, on a brioche bun

What's in the Burger?

Brioche bun, house sauce, LTOP, a burger patty

What's in the Cheese Burger?

Brioche bun, house sauce, LTOP, a burger patty, 1 slice of american cheeses

What's in the Bacon Cheese Burger?

Brioche bun, house sauce, LTOP, a burger patty, 1 slice of american cheeses, 2 pieces of bacon

What's in the Double Bacon Cheese Burger?

Brioche bun, house sauce, LTOP, two burger patties, 2 slices of american cheeses, 4 pieces of bacon

What's in the California Burger?

- ☐ Burger patty on a toasted Brioche bun, white cheddar cheese, 2 slices of bacon, avocado, LTOP, and house sauce
- ☐ Burger patty on a toasted Brioche bun, white cheddar cheese, 3 slices of bacon, avocado, LTOP, and house sauce
- ☐ None of the above.

What's in the Cowboy Bacon Burger?

- ☐ Burger patty on a toasted Brioche bun, cheddar cheese 3 slices of bacon, fried onions, LTOP, house sauce & BBQ sauce
- ☐ Burger patty on a toasted Brioche bun, cheddar cheese 2 slices of bacon, fried onions, LTOP, house sauce & BBQ sauce
- ☐ None of the above.

What's in Daddy Dave's Burger?

- ☐ Two burger patties on a toasted Brioche bun, cheddar cheese, 2 slices of bacon, LTOP, & ranch
- ☐ Two burger patties on a Triple Cheddar Sandwich, cheddar cheese, 4 slices of bacon, tomato, onion, & ranch
- ☐ Two burger patties on a Triple Cheddar Sandwich, cheddar cheese, 4 slices of bacon, onion tangles, tomato, onion, & BBQ

What's in the Little House salad?

- ☐ Romaine lettuce, sliced tomatoes, one scoop of goat cheese
- ☐ Mixed greens, and romaine lettuce, cherry tomatoes, croutons, & one scoop of goat cheese
- ☐ Lettuce, tomato, croutons, candied pecans, dried cranberries, 1 scoop of goat cheese

What's in the House salad?

- ☐ Mixed greens and romaine with pulled chicken, tomatoes, croutons, dried cranberries, candied pecans, goat cheese, and house vinaigrette
- ☐ Mixed greens, and romaine lettuce, cherry tomatoes, croutons, & one scoop of goat cheese
- ☐ Mixed greens and romaine with pulled chicken, croutons, dried cranberries, candied pecans, and house vinaigrette

What's in the BBQ Ranch salad?

- ☐ Mixed greens and romaine with chicken breast, bacon, tomatoes, onions, corn, cheddar, fried onions, ranch
- ☐ Mixed greens and romaine with chicken breast, bacon, tomatoes, onions, corn, cheddar, fried onions, ranch & bbq
- ☐ None of the above.

What's in the House salad?

- ☐ Mixed greens and romaine with chicken breast tomatoes, corn, onions, pecans, apples, and goat cheese with house vinaigrette
- ☐ Mixed greens and romaine with chicken breast, tomatoes, onions, cranberries, walnuts, apples and bleu cheese crumbles
- ☐ None of the above.

How is Avocado Toast made?

- ☐ 2 scoops of avo spread, 2 halves of tomatoes, boiled egg, bacon bits, goat cheese, and red pepper flakes on wheat bread
- ☐ 3 scoops of avo spread, 2 quarterly diced tomatoes, bacon bits, boiled egg, goat cheese, and everything bagel seasoning on sourdough
- ☐ 3 scoops of avo spread, 2 quarterly diced tomatoes, bacon bits, boiled egg, goat cheese, and everything bagel seasoning on wheat
- ☐ None of the above.

How are Garlic fries made?

9 oz basket of fries tossed with one scoop of minced garlic and dash of garlic seasoning

How are Chili Cheese fries made?

9 oz basket of fries in a chili bowl with one scoop of chili and sprinkle of cheese on top

How are Parlour fries made?

9 oz basket of fries with blue cheese dressing and red chili oil drizzled on top. Sprinkle red pepper flakes and parsley on top.

How are House fries made?

9 oz basket with shredded cheddar in the middle and on top and one slice of yellow cheddar and a scoop of bacon bits. Drizzle ranch on top after microwaving

What's in the BLAT sandwich?

- ☒ 6 pieces of bacon, lettuce, avocado, and tomato on sourdough
- ☐ 2 pieces of bacon, lettuce, avocado, and tomato on sourdough
- ☐ 6 pieces of bacon, lettuce, and tomato on sourdough
- ☐ None of the above

Do we use real crab?

- ☒ Yes
- ☐ No

If yes, how much percent?

- ☐ 20
- ☐ 50
- ☐ 80
- ☒ 100
- ☐ The answer was no.

What type of bread do we have? Check all that apply.

- ☒ Sourdough
- ☐ Potato
- ☒ Wheat
- ☐ White
- ☐ Cibata
- ☒ Steak Roll
- ☐ Gluten-Free
- ☒ Brioche Bun
- ☒ HD Bun

What type of cheese do we have? Check all that apply.

- ☐ White Cheddar
- ☐ Goat Cheese
- ☐ Mozzarella
- ☐ Yellow Cheddar
- ☐ American
- ☐ Pepper Jack
- ☐ Swiss
- ☐ Shredded Cheddar