

# Chartered Financial Analyst (CFA) Level I - Cypress Towne Lake Practice Test (Sample)

## Study Guide



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**SAMPLE**

## **Questions**

- 1. Which of the following is NOT an item included in the uniform expectations?**
  - A. Non-slip shoes**
  - B. Jewelry on fingers**
  - C. Name tag**
  - D. Shirt tucked in**
- 2. What would be an appropriate number of sauces for an order of 15 chicken nuggets?**
  - A. 2**
  - B. 3**
  - C. 4**
  - D. 5**
- 3. When serving chicken nuggets, how does the sauce recommendation vary?**
  - A. It decreases with more nuggets**
  - B. It stays the same regardless of quantity**
  - C. It increases with the count of nuggets**
  - D. It depends on the type of nuggets**
- 4. What action should you avoid when discussing refined peanut oil with guests?**
  - A. Emphasizing safety for those with allergies**
  - B. Advising guests without expertise**
  - C. Offering free samples**
  - D. Explaining the refining process**
- 5. Are all seasonal shakes announced by leadership?**
  - A. Yes**
  - B. No**
- 6. What distinguishes a CFA Sandwich from a CFA Deluxe?**
  - A. Size of the sandwich**
  - B. Tomato, lettuce, and cheese**
  - C. Number of chicken filets**
  - D. Type of bread used**

- 7. Which of the following is an acceptable flavor pump for a shake?**
- A. Vanilla**
  - B. Oreo**
  - C. Strawberry**
  - D. All of the above**
- 8. Which method is part of the proper handwashing procedure outlined by Chick-fil-A?**
- A. Scrubbing hands with a nail brush**
  - B. Using cold water for rinsing**
  - C. The "bear claw" method of rubbing soap onto hands**
  - D. Washing hands for 15 seconds with no soap**
- 9. Does Chick-Fil-A have any allergens?**
- A. Yes**
  - B. No**
- 10. What is required in order to pass the initial employment level at Chick-fil-A?**
- A. Completion of an advanced training program**
  - B. Purchase of the first uniform and completion of the ServSafe certificate**
  - C. Completion of a customer service course**
  - D. Passing a physical fitness test**

## **Answers**

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1. B
2. B
3. C
4. B
5. A
6. B
7. D
8. C
9. B
10. B

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## **Explanations**

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**1. Which of the following is NOT an item included in the uniform expectations?**

- A. Non-slip shoes**
- B. Jewelry on fingers**
- C. Name tag**
- D. Shirt tucked in**

Uniform expectations in a workplace typically refer to specific dress codes or guidelines that employees are expected to follow to maintain a professional appearance. The correct choice highlights an item that does not usually fall under the standard definitions of uniform expectations. Non-slip shoes, a name tag, and a shirt tucked in are all elements that contribute to a cohesive and professional appearance in many work environments. Non-slip shoes ensure employee safety, especially in settings where there is a risk of slipping, while name tags help in identifying employees and fostering a welcoming atmosphere. Additionally, having shirts tucked in often conveys a neat and polished look, which is crucial for maintaining a professional image. On the other hand, jewelry on fingers is often viewed as a personal choice rather than a mandated aspect of a uniform. While some workplaces may have specific policies regarding visible jewelry (for reasons related to safety or branding), it is not universally considered a standard requirement within the framework of uniform expectations. This distinction emphasizes that not all personal adornments are governed by workplace dress codes.

**2. What would be an appropriate number of sauces for an order of 15 chicken nuggets?**

- A. 2**
- B. 3**
- C. 4**
- D. 5**

An appropriate number of sauces for an order of 15 chicken nuggets is generally considered to be around three. This recommendation is based on the idea of providing enough variety and quantity for dipping without overwhelming the meal. With 15 chicken nuggets, three sauces allow for a good balance, enabling each nugget to be enjoyed with a different flavor option, catering to individual preferences. Having too few sauces might not satisfy those who prefer variety, while having too many could lead to waste. Thus, three sauces strike an ideal compromise—enough to enjoy different tastes, yet manageable for sharing or individual preference. This approach aligns with common practices in the food industry where a standard ratio of sauce to nugs has been observed, ensuring that the dining experience is optimal.

**3. When serving chicken nuggets, how does the sauce recommendation vary?**

- A. It decreases with more nuggets**
- B. It stays the same regardless of quantity**
- C. It increases with the count of nuggets**
- D. It depends on the type of nuggets**

When serving chicken nuggets, the recommendation for sauce typically increases with the count of nuggets. This is because more nuggets generally mean that diners might want a greater variety or quantity of sauce to complement the additional pieces. The rationale behind this is tied to enhancing the dining experience, where having more sauce can provide opportunities for flavor variety and improve enjoyment, especially for those who like to dip each nugget in sauce. As the number of nuggets served increases, people often seek to balance the amount of chicken with the appropriate amount of sauce, leading to a proportional increase in sauce quantity. This aligns with common dining practices where the goal is to match sauce availability with the food quantity to avoid the issue of running out of sauce too quickly or having insufficient flavor enhancement.

**4. What action should you avoid when discussing refined peanut oil with guests?**

- A. Emphasizing safety for those with allergies**
- B. Advising guests without expertise**
- C. Offering free samples**
- D. Explaining the refining process**

When discussing refined peanut oil with guests, advising guests without expertise should be avoided because it can lead to misinformation. When sharing information about food products, especially those that can affect health, such as oils that may cause allergic reactions, it's important to provide accurate, reliable information that is backed by knowledge or expertise. Failing to do so could result in confusion or harm, especially for guests with allergies or dietary restrictions. By offering scientifically-informed insights about the safety and characteristics of refined peanut oil, you can help guests make informed choices, especially if they have allergy concerns or are looking for specific dietary guidelines. The refining process improves the oil's safety for those with peanut allergies, but explaining this in a knowledgeable manner is crucial. Additionally, emphasizing safety for allergy concerns and discussing the refining process can enhance guest understanding, rendering the refusal to provide advice detrimental.

**5. Are all seasonal shakes announced by leadership?**

**A. Yes**

**B. No**

In the context of corporate communication, leadership often announces seasonal shakes or product offerings to ensure proper branding, marketing, and customer engagement. When leadership announces these products, it can create excitement among consumers and align the promotional strategy with the company's overall vision. This announcement also allows for a cohesive marketing campaign that reaches wider audiences across various platforms, ensuring that the seasonal product's launch is well-timed and maximally effective. By communicating this information officially, it helps in managing expectations both internally (within the organization) and externally (with customers and stakeholders). Leadership announcements can also play a crucial role in fostering team morale and unity, as staff becomes part of the promotional push linked to a product that reflects the company's innovative spirit and attention to consumer trends. While companies may have internal product discussions and may test seasonal shakes before the official announcement, the formal communication typically comes from leadership to ensure clarity in messaging and consistency in brand representation.

**6. What distinguishes a CFA Sandwich from a CFA Deluxe?**

**A. Size of the sandwich**

**B. Tomato, lettuce, and cheese**

**C. Number of chicken filets**

**D. Type of bread used**

A CFA Sandwich is commonly known for its simple composition, typically featuring a chicken filet with pickles on a toasted bun. In contrast, a CFA Deluxe elevates the basic sandwich by adding fresh toppings such as tomato, lettuce, and cheese. This additional layer of ingredients is what distinctly differentiates the Deluxe from the standard sandwich, enhancing its flavor and texture profile. The size of the sandwich, the number of chicken filets, and the type of bread are not the primary factors that distinguish between these two offerings, as both sandwiches are generally equivalent in size and type of bread. The key distinction lies in the Deluxe version's inclusion of fresh vegetables and cheese, making option B the correct choice.

**7. Which of the following is an acceptable flavor pump for a shake?**

**A. Vanilla**

**B. Oreo**

**C. Strawberry**

**D. All of the above**

In the context of flavor pumps for shakes, the correct response reflects that all options provided—Vanilla, Oreo, and Strawberry—are indeed popular and commonly accepted flavors. Flavor pumps are used to enhance the taste of shakes by allowing for the addition of various flavors, and these three options are well-known choices that can complement or enhance the base shake. Vanilla is a classic flavor that can provide a creamy and smooth backdrop to shakes. Oreo flavoring typically incorporates the beloved cookie's chocolate and cream profile, adding a fun twist. Strawberry offers a fruity and refreshing element that can elevate the sweetness and taste of shakes. Each of these flavors can stand alone or be combined, making them universally accepted and versatile options in shake preparation. Therefore, indicating that all of them are acceptable accurately captures the variety and flexibility offers in shake flavors.

**8. Which method is part of the proper handwashing procedure outlined by Chick-fil-A?**

**A. Scrubbing hands with a nail brush**

**B. Using cold water for rinsing**

**C. The "bear claw" method of rubbing soap onto hands**

**D. Washing hands for 15 seconds with no soap**

The "bear claw" method of rubbing soap onto hands is an effective technique within proper handwashing procedures as outlined by Chick-fil-A. This method emphasizes ensuring that soap is distributed evenly on all surfaces of the hands, including between fingers and under nails, which are often overlooked areas. By using the "bear claw" technique, employees can maximize the effectiveness of the soap in removing germs and dirt, leading to better hygiene practices. Handwashing is crucial in the food service industry to prevent the spread of foodborne illnesses, and utilizing a specific method like the "bear claw" helps ensure consistency in training and practice among team members. It is part of a comprehensive approach to maintaining health standards in food preparation and service.

**9. Does Chick-Fil-A have any allergens?**

**A. Yes**

**B. No**

Chick-Fil-A does have allergens present in their menu items. The correct answer is "Yes," because many food establishments, including Chick-Fil-A, offer products that contain common allergens such as wheat, dairy, peanuts, tree nuts, eggs, fish, soy, and shellfish. It is important for consumers to be aware of these allergens, particularly those with food sensitivities or allergies, so they can make informed choices about what to eat. Among the reasons why listing the presence of allergens is crucial for food establishments is to protect the health and safety of customers. Regulations usually require restaurants to disclose allergen information, which helps ensure that individuals can avoid potential allergic reactions. By providing clear information about allergens, Chick-Fil-A can support customer well-being and maintain trust with their patrons. It's essential to approach restaurant dining with awareness of allergens, and customers should always consult ingredient lists or ask staff for specific allergen information when visiting food outlets.

**10. What is required in order to pass the initial employment level at Chick-fil-A?**

**A. Completion of an advanced training program**

**B. Purchase of the first uniform and completion of the ServSafe certificate**

**C. Completion of a customer service course**

**D. Passing a physical fitness test**

To gain initial employment at Chick-fil-A, it is essential to purchase the first uniform and complete the ServSafe certificate. This requirement reflects the company's emphasis on providing a professional appearance and ensuring that employees are knowledgeable about food safety practices, which are crucial in the restaurant industry. The ServSafe certification demonstrates an understanding of safe food handling, sanitation, and health regulations, thereby contributing to the overall quality and safety of the dining experience. While the other options may be relevant in different contexts or organizations, they are not standard requirements for initial employment at Chick-fil-A. The advanced training program and customer service course may come into play later in an employee's career for further development, but they are not prerequisites for starting. Similarly, passing a physical fitness test does not align with the typical requirements for being hired in a restaurant role, where customer service and food safety are prioritized. Thus, purchasing the uniform and obtaining the ServSafe certification are fundamental steps for new hires at Chick-fil-A.