

Dave and Busters Server Validation Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. What should a server do if a drink is not well received by the customer?**
 - A. Insist the customer try it again**
 - B. Apologize and offer a different option**
 - C. Ignore the complaint**
 - D. Charge for the drink anyway**
- 2. Why might someone choose to supercharge their drink?**
 - A. Personal preference for stronger drinks**
 - B. Health benefits**
 - C. To save money**
 - D. To impress friends**
- 3. What is the total number of pretzel sticks offered?**
 - A. 3**
 - B. 4**
 - C. 5**
 - D. 6**
- 4. What is the legal drinking age in the United States?**
 - A. 18 years old**
 - B. 21 years old**
 - C. 16 years old**
 - D. 25 years old**
- 5. Do fries come with the wings?**
 - A. Yes, always**
 - B. No, with a \$2.99 upcharge**
 - C. Only with classic wings**
 - D. Only with boneless wings**
- 6. Why is it important for servers to have knowledge about alcohol tolerance?**
 - A. To recommend drinks based solely on price**
 - B. To ensure customers enjoy their experience without intoxication**
 - C. To determine which drinks will be popular**
 - D. To sell drinks faster**

- 7. Does the All American burger come with fries?**
- A. Yes**
 - B. No**
 - C. Only on weekends**
 - D. It comes with a salad instead**
- 8. What is a unique feature of the pot stickers?**
- A. They are deep-fried and served with dill sauce**
 - B. They are pan-seared and tossed in spicy chili crisp oil with green onions and cilantro, served with tangy ponzu**
 - C. They are served frozen and steamed at your table**
 - D. They are grilled and come with ranch dressing**
- 9. Why is it important for servers to have knowledge of alcohol content in different beverages?**
- A. To impress guests with their knowledge**
 - B. To minimize drink preparation time**
 - C. To make informed recommendations and maintain responsibility**
 - D. To comply with state regulations only**
- 10. What is included inside the barbacoa-dilla?**
- A. Grilled chicken and mozzarella**
 - B. Stuffed with shredded beef, 5-cheese blend, freshly chopped onions, and cilantro, served with fire-roasted salsa and fresh guacamole**
 - C. Vegetables and ricotta cheese**
 - D. Seafood and salsa verde**

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. What should a server do if a drink is not well received by the customer?

- A. Insist the customer try it again**
- B. Apologize and offer a different option**
- C. Ignore the complaint**
- D. Charge for the drink anyway**

A server should apologize and offer a different option when a drink is not well received by a customer because this approach demonstrates professionalism and commitment to customer satisfaction. By acknowledging the customer's feelings and providing an alternative, the server helps to resolve the situation positively, enhancing the customer's overall dining experience. This response not only shows empathy but also encourages customer loyalty, as patrons appreciate when their concerns are taken seriously and addressed promptly. Prioritizing customer satisfaction in food and beverage service is crucial, and offering alternatives can often turn a potentially negative experience into a positive one. Ensuring that customers leave happy can lead to repeat business and positive word-of-mouth recommendations, which are essential for the success of any service-oriented establishment. The other choices do not align with the standard of customer care expected in service settings. For instance, insisting a customer try a drink again can come across as dismissive and may further frustrate them, ignoring the complaint does not address the issue and can lead to dissatisfaction, while charging for a drink that did not meet the customer's expectations is not likely to foster customer goodwill.

2. Why might someone choose to supercharge their drink?

- A. Personal preference for stronger drinks**
- B. Health benefits**
- C. To save money**
- D. To impress friends**

Choosing to supercharge a drink primarily stems from a personal preference for stronger drinks. Many individuals enjoy a more robust flavor and higher alcohol content that often comes with supercharged options. This choice can enhance the overall drinking experience, allowing for a richer taste or a heightened buzz. While health benefits and saving money could be considerations in some contexts, they do not typically align with the reasons most patrons opt for supercharged drinks. Moreover, while impressing friends might play a role for some, it is not as fundamental as the personal preference for stronger cocktails, which directly influences the choice itself. Supercharging a drink, therefore, is fundamentally about enhancing the enjoyment and satisfaction derived from the beverage.

3. What is the total number of pretzel sticks offered?

- A. 3**
- B. 4**
- C. 5**
- D. 6**

The total number of pretzel sticks offered is five. This number reflects the standard serving size or portion that is typically available on the menu. It's important to understand that menu items are designed to meet customer expectations regarding portion sizes while also considering factors like cost, sharing possibilities, and overall dining experience. Offering five pretzel sticks allows for a fulfilling experience, whether the item is ordered as an appetizer or shared among friends, aligning well with the social dining atmosphere that establishments like Dave and Buster's promote. The specific number ensures that each diner feels satisfied with their order without being overwhelming. When assessing why other options list fewer pretzel sticks, it's critical to recognize that fewer sticks might not provide the same value or variety that aligns with consumer preferences for such a menu item, especially in a casual dining and entertainment environment.

4. What is the legal drinking age in the United States?

- A. 18 years old**
- B. 21 years old**
- C. 16 years old**
- D. 25 years old**

The legal drinking age in the United States is 21 years old. This regulation is established by the National Minimum Drinking Age Act of 1984, which set the minimum legal drinking age at 21. This law was enacted to address concerns over alcohol-related traffic accidents and health risks associated with underage drinking. As a result, all states and the District of Columbia enforce this minimum age, which has contributed to a decline in incidents related to underage drinking, including reckless behavior and fatalities. Other ages, such as 18, 16, or 25, do not reflect the federal standard established. While some countries allow younger individuals to consume alcohol, the U.S. strictly maintains the legal age at 21, emphasizing the importance of maturity and responsibility in relation to alcohol consumption.

5. Do fries come with the wings?

- A. Yes, always
- B. No, with a \$2.99 upcharge**
- C. Only with classic wings
- D. Only with boneless wings

The correct answer is that fries do not come with the wings unless a \$2.99 upcharge is paid. This reflects the menu structure at establishments like Dave and Buster's, where certain combo items may not include sides, requiring an additional charge for patrons who wish to enhance their meal experience with fries. In the context of menu offerings, this pricing strategy allows customers to choose whether they want to include extras with their meal, rather than bundling everything together by default. This allows for a level of customization, which many diners appreciate. Other options suggest that fries might always be included or only included with specific types of wings, which is not the case. The presence of the upcharge indicates that fries are not a standard accompaniment for the wings, thus making the additional payment necessary for those who desire them with their meal.

6. Why is it important for servers to have knowledge about alcohol tolerance?

- A. To recommend drinks based solely on price
- B. To ensure customers enjoy their experience without intoxication**
- C. To determine which drinks will be popular
- D. To sell drinks faster

Having knowledge about alcohol tolerance is crucial for servers because it helps them ensure that customers enjoy their experience without becoming intoxicated. Understanding alcohol tolerance allows servers to assess a customer's consumption and behavior more effectively, enabling them to make informed decisions about serving additional drinks. This awareness not only promotes safety by preventing overconsumption, but it also enhances the overall customer experience by creating an environment that prioritizes well-being and responsibility. By recognizing the signs of intoxication and understanding individual tolerance levels, servers can engage customers in conversations that allow for responsible enjoyment of their time at the venue. This focus on customer enjoyment and safety contributes to a positive atmosphere, ensuring that patrons can have fun without the adverse effects of excessive alcohol consumption.

7. Does the All American burger come with fries?

- A. Yes**
- B. No**
- C. Only on weekends**
- D. It comes with a salad instead**

The All American burger indeed comes with fries as part of its standard serving. This is a common offering at many restaurants, where a burger is typically paired with a side of fries to create a complete meal experience. Including fries enhances the overall flavor and satisfaction of the dish, aligning with classic expectations for a burger meal. While other options suggest variations, such as excluding fries or substituting with a salad, the standard menu item is designed to include fries for that authentic American diner feel. This customary pairing ensures that customers enjoy a fulfilling meal, and it reflects the restaurant's commitment to providing an enjoyable dining experience.

8. What is a unique feature of the pot stickers?

- A. They are deep-fried and served with dill sauce**
- B. They are pan-seared and tossed in spicy chili crisp oil with green onions and cilantro, served with tangy ponzu**
- C. They are served frozen and steamed at your table**
- D. They are grilled and come with ranch dressing**

The unique feature of the pot stickers is that they are pan-seared and tossed in spicy chili crisp oil with green onions and cilantro, served with tangy ponzu. This preparation method enhances their flavor profile, providing a delightful contrast of textures and tastes. The pan-searing technique gives them a crispy outer layer while keeping the insides tender and flavorful. The addition of spicy chili crisp oil elevates the dish, contributing heat and depth. The garnishing with green onions and cilantro not only adds brightness but also fresh herbal notes that complement the savory filling. The pairing with tangy ponzu sauce adds a zesty contrast, making the experience more dynamic and enjoyable.

9. Why is it important for servers to have knowledge of alcohol content in different beverages?

- A. To impress guests with their knowledge**
- B. To minimize drink preparation time**
- C. To make informed recommendations and maintain responsibility**
- D. To comply with state regulations only**

Having knowledge of alcohol content in different beverages is crucial for servers as it enables them to make informed recommendations to customers, ensuring that patrons are aware of what they are consuming. Understanding the alcohol content allows servers to suggest drinks that align with guests' preferences, enhance their experience, and cater to their needs—whether they are looking for something light or something stronger. Moreover, this knowledge is vital in promoting responsible drinking, helping servers identify when a guest may have had enough to drink and ensuring that they do not serve alcohol to minors or overly intoxicated individuals. This responsibility can significantly influence the safety and enjoyment of all guests, indicating why it is far more than just impressing guests or speeding up drink preparation. Compliance with state regulations, while important, is just one aspect of a deeper responsibility that includes customer care and service quality.

10. What is included inside the barbacoa-dilla?

- A. Grilled chicken and mozzarella**
- B. Stuffed with shredded beef, 5-cheese blend, freshly chopped onions, and cilantro, served with fire-roasted salsa and fresh guacamole**
- C. Vegetables and ricotta cheese**
- D. Seafood and salsa verde**

The barbacoa-dilla is a dish that is characterized by its filling, which typically features shredded beef as the main ingredient. The inclusion of a 5-cheese blend enhances the richness and flavor profile, allowing for a creamy texture that complements the beef. Freshly chopped onions and cilantro add a burst of freshness and aroma, elevating the overall taste experience. Serving it with fire-roasted salsa and fresh guacamole offers additional layers of flavor, with the salsa providing a spicy kick and the guacamole contributing creaminess. This combination of ingredients reflects the dish's roots in Mexican cuisine, where barbacoa is a traditional preparation of meat, often slow-cooked until tender. The balance of savory, creamy, and fresh ingredients makes this option the correct answer, as it accurately represents what is typically included in a barbacoa-dilla.