

Denny's Server Training Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Questions

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- 1. Which burger does not come with lettuce, tomato, pickle, and onion?**
 - A. Classic Burger**
 - B. America's Diner Double**
 - C. Slamburger**
 - D. Both America's Diner Double and Slamburger**
- 2. What should you do when a guest is standing up front?**
 - A. Ignore them until you can assist**
 - B. Let them know assistance is on the way and call for help**
 - C. Send them to a waiting area**
 - D. Ask them to leave and come back later**
- 3. Does water count as a beverage for the BOGO deal?**
 - A. Yes**
 - B. No**
 - C. Only flavored water**
 - D. Only sparkling water**
- 4. What is the free birthday slam offered to rewards program members?**
 - A. Grand Slam**
 - B. Everyday Value Slam**
 - C. Sunrise Slam**
 - D. Skillet Slam**
- 5. Which ingredients are included in the Cali Club?**
 - A. 7 grain toast, sundried tomato mayo, lettuce, tomato, ham, turkey, bacon, avocado, Swiss cheese**
 - B. White bread, mayo, lettuce, roast beef, cheddar cheese, pickles**
 - C. Whole grain wrap, hummus, spinach, turkey, bell peppers, goat cheese**
 - D. Rye bread, mustard, ham, sauerkraut, Swiss cheese**

- 6. In a chocolate shake, what type of milk is used?**
- A. White milk**
 - B. Chocolate milk**
 - C. Strawberry milk**
 - D. Regular milk**
- 7. Which beverages do not include free refills at Denny's?**
- A. Coffee and tea**
 - B. Water and iced tea**
 - C. Milk, juice, shakes, smoothies**
 - D. Soda and lemonade**
- 8. How many portions of apple crisp are needed on hand?**
- A. 2**
 - B. 4**
 - C. 6**
 - D. 3**
- 9. How many types of eggs does Denny's offer?**
- A. 10**
 - B. 12**
 - C. 14**
 - D. 16**
- 10. What should you do when someone hands you a senior card?**
- A. Hole punch it**
 - B. Sign and date it**
 - C. Return it to the customer**
 - D. Keep it for the record**

Answers

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

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Explanations

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1. Which burger does not come with lettuce, tomato, pickle, and onion?

A. Classic Burger

B. America's Diner Double

C. Slamburger

D. Both America's Diner Double and Slamburger

The choice indicating that both the America's Diner Double and Slamburger do not come with lettuce, tomato, pickle, and onion is accurate. Generally, these particular items are prepared with a focus on their distinctive flavors and ingredients that set them apart from other standard burgers. For example, the Slamburger is known for its unique combination of ingredients, such as eggs and hash browns, leading to a flavor profile that doesn't rely on traditional toppings like lettuce and tomato. Similarly, the America's Diner Double emphasizes the essence of its double patty and cheese, often being enjoyed without those standard toppings, allowing the core burger flavors to shine through. In contrast, the Classic Burger typically includes the standard toppings of lettuce, tomato, pickle, and onion, making it a more traditional choice for guests looking for that classic burger experience. Thus, the correct answer highlights the unique offerings of the other two burgers, which do not conform to the typical garnish associated with most burgers.

2. What should you do when a guest is standing up front?

A. Ignore them until you can assist

B. Let them know assistance is on the way and call for help

C. Send them to a waiting area

D. Ask them to leave and come back later

When a guest is standing up front, it's important to acknowledge their presence promptly. Letting them know that assistance is on the way demonstrates attentiveness and respect for their time. Calling for help if needed ensures that the guest receives the service they require in a timely manner. This approach not only enhances the guest's experience but also reflects positively on the establishment's customer service philosophy. Ignoring the guest would convey a lack of professionalism and could lead to frustration, while sending them to a waiting area or asking them to leave are not suitable responses as they do not address the guest's immediate need for assistance. Prompt acknowledgment and assistance reinforce a welcoming atmosphere that encourages guests to return.

3. Does water count as a beverage for the BOGO deal?

A. Yes

B. No

C. Only flavored water

D. Only sparkling water

In the context of the BOGO (Buy One Get One) deal at Denny's, water is typically not classified as a beverage eligible for the promotion. Discounts and deals usually apply to paid items, and since water is often provided complimentary to customers, it does not count towards promotional beverage purchases. Therefore, customers seeking to take advantage of a BOGO offer would need to choose from the menu of other beverages that incur a charge. This ensures that the deal is applied to items that contribute to the overall sales and revenue of the restaurant, aligning with standard promotional practices in the restaurant industry.

4. What is the free birthday slam offered to rewards program members?

A. Grand Slam

B. Everyday Value Slam

C. Sunrise Slam

D. Skillet Slam

The correct response is tied to the specific promotion associated with the rewards program at Denny's, which provides members with a free birthday meal. The free birthday slam is identified as the Everyday Value Slam, which is designed to celebrate customers on their special day with a meal option that delivers value without a charge. This option aligns with Denny's marketing strategy to enhance customer loyalty and encourage people to join the rewards program. Each option listed represents a variety of breakfast items, but only the Everyday Value Slam is explicitly linked to the birthday celebration initiative for rewards members. Other slams like the Grand Slam or Skillet Slam may be popular menu items, but they aren't specifically mentioned as part of the birthday promotion.

5. Which ingredients are included in the Cali Club?

A. 7 grain toast, sundried tomato mayo, lettuce, tomato, ham, turkey, bacon, avocado, Swiss cheese

B. White bread, mayo, lettuce, roast beef, cheddar cheese, pickles

C. Whole grain wrap, hummus, spinach, turkey, bell peppers, goat cheese

D. Rye bread, mustard, ham, sauerkraut, Swiss cheese

The Cali Club is inspired by fresh and flavorful ingredients, and the combination listed in the correct choice perfectly reflects that concept. This selection features 7 grain toast, which adds a hearty and nutritious base. The sundried tomato mayo provides a delicious and unique spread that enhances the sandwich's flavor. Lettuce and tomato offer a classic fresh crunch, while the inclusion of ham, turkey, bacon, and avocado provides a rich variety of protein and healthy fats. Swiss cheese contributes a creamy texture that complements the other ingredients without overpowering them. This balance of textures and flavors is characteristic of a well-structured club sandwich, making it not only satisfying but also a perfect choice for those looking for a wholesome meal. Other options do not align with the Cali Club's typical characteristics, as they either focus on different types of bread, meats, and spreads, or do not include key components that make the Cali Club distinctive.

6. In a chocolate shake, what type of milk is used?

- A. White milk
- B. Chocolate milk**
- C. Strawberry milk
- D. Regular milk

In a chocolate shake, chocolate milk is the type of milk used because it enhances the chocolate flavor in the shake, creating a richer and more indulgent taste experience. Chocolate milk is made by mixing milk with chocolate syrup or cocoa powder, providing a more dynamic chocolate flavor than plain milk. This choice is essential in crafting a consistent and satisfying chocolate shake that aligns with customer expectations. Regular milk, white milk, and strawberry milk would not deliver the same chocolatey taste and richness that chocolate milk provides, making them less suitable for a chocolate shake. The primary goal is to ensure that the shake delivers a strong chocolate flavor, which is best achieved with chocolate milk.

7. Which beverages do not include free refills at Denny's?

- A. Coffee and tea
- B. Water and iced tea
- C. Milk, juice, shakes, smoothies**
- D. Soda and lemonade

The correct choice indicates that milk, juice, shakes, and smoothies do not come with free refills at Denny's. This is consistent with the policy of providing complimentary refills primarily on certain beverages like coffee, soda, and iced tea. In the case of milk, juice, shakes, and smoothies, these beverages typically involve more complex preparation or specific ingredients that may not justify a free refill policy. They are often considered specialty drinks that carry different price points and customer expectations. Therefore, when customers order these items, they are likely paying for each one individually rather than receiving them with unlimited refills. Understanding this distinction helps servers explain beverage options to customers clearly, ensuring they are informed about what to expect regarding their drinks.

8. How many portions of apple crisp are needed on hand?

- A. 2
- B. 4**
- C. 6
- D. 3

The correct answer indicates that having four portions of apple crisp on hand is optimal for efficient service. This quantity ensures that the kitchen can meet customer demand during busy periods without delaying service. Maintaining a stock of four portions allows the staff to quickly serve the dessert without needing to prepare it on-the-spot, thus enhancing the dining experience. Having a balanced number of portions helps to avoid running out of apple crisp, especially during peak hours when it may be a popular choice. A lower number, such as two or three portions, risks potential wait times for customers if demand unexpectedly increases, while having six portions could lead to unnecessary waste if that level of supply exceeds current demand.

9. How many types of eggs does Denny's offer?

- A. 10
- B. 12
- C. 14**
- D. 16

Denny's offers a diverse selection of egg dishes, which reflects the restaurant's commitment to providing a variety of breakfast options. The correct answer, 14, indicates that there is a wide range of egg types available for customers, including different styles such as scrambled, fried, and poached, as well as various combinations in signature dishes. This extensive offering allows diners to customize their meals according to their preferences, contributing to the overall dining experience at Denny's. The exact number represents the company's efforts to accommodate different tastes and dietary needs, making it a popular choice for breakfast among diverse groups of customers. Knowing the variety enhances a server's ability to make recommendations based on customer preferences, which is an important skill in the food service industry.

10. What should you do when someone hands you a senior card?

- A. Hole punch it
- B. Sign and date it**
- C. Return it to the customer
- D. Keep it for the record

When someone hands you a senior card, signing and dating it is the correct action to take. This procedure serves as verification that the card has been accepted for use. By signing and dating the card, you provide documentation of the transaction, which is crucial for maintaining accurate records. This helps ensure that the customer receives their appropriate discount or benefit related to being a senior, and it also facilitates proper tracking of promotions that may be utilized in your establishment. In a different context, hole punching the card would typically indicate that it has been used, which would not be appropriate if the card is meant for future use. Returning it to the customer would not fulfill the necessary process of acknowledging the use of the card. Keeping it for the record is not standard practice because the customer should retain their card for future visits. Thus, signing and dating it aligns with the established procedures for honoring senior discounts effectively and professionally.