

# Denny's Server Training Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. What should you do when a table orders an appetizer with their meal?**
  - A. Wait until the meal is served**
  - B. Hit Fire App**
  - C. Ignore the appetizer request**
  - D. Check with the chef**
  
- 2. What is the "Delight and Make It Right" timeline for service?**
  - A. 1 min greet, 2 min drink order, 5 min food order, 11 min deliver food**
  - B. 2 min greet, 5 min drink order, 10 min food order, 15 min deliver food**
  - C. 1 min greet, 1 min drink order, 5 min food order, 10 min deliver food**
  - D. 3 min greet, 4 min drink order, 7 min food order, 12 min deliver food**
  
- 3. What must be shown to avail the military discount?**
  - A. Military ID**
  - B. Driver's License**
  - C. Employee Badge**
  - D. Student ID**
  
- 4. What type of bread is served with chicken tenders?**
  - A. White bread**
  - B. Garlic bread**
  - C. Wheat bread**
  - D. No bread is served**
  
- 5. Where should you find the cheesecake prior to portioning?**
  - A. Refrigerator**
  - B. Cake display**
  - C. Freezer**
  - D. Pantry**

- 6. On which days are vegetable beef days served?**
- A. Saturday/Sunday**
  - B. Monday/Tuesday**
  - C. Wednesday/Thursday**
  - D. Friday/Saturday**
- 7. 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**
- 8. During what time frame should staff ideally report for work?**
- A. 30 minutes before shift**
  - B. 1 hour before shift**
  - C. At the start of the shift**
  - D. 2 hours after shift starts**
- 9. When is it necessary to double wash your hands?**
- A. Start shift, after breaks, bodily fluids**
  - B. After every customer, before breaks, after handling cash**
  - C. Before shift, after every meal, after touching equipment**
  - D. Between shifts, after cooking, before serving**
- 10. What does the term 50/50 refer to in the POS system?**
- A. Half price specials**
  - B. Half bacon and half sausage**
  - C. 50% off appetizers**
  - D. A mix of two drinks**

## Answers

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

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## **Explanations**

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**1. What should you do when a table orders an appetizer with their meal?**

- A. Wait until the meal is served
- B. Hit Fire App**
- C. Ignore the appetizer request
- D. Check with the chef

When a table orders an appetizer along with their meal, it's essential to ensure that the appetizer is prepared and served in a timely manner. Hitting the "Fire App" button in the ordering system is the correct action because it alerts the kitchen to start preparing the appetizer right away. This ensures that the appetizer will be ready in advance of the main meal, allowing for proper pacing of the dining experience and ensuring that the guests enjoy their meal as intended. Serving appetizers efficiently can greatly enhance customer satisfaction, as it allows them to start their meal with a tasty starter while waiting for the main course. This practice is a crucial part of providing excellent service and creating a positive dining experience at Denny's. Other options, such as waiting until the meal is served, would delay the appetizer, potentially resulting in an unsatisfactory experience for guests who expect to enjoy their starters first. Ignoring the request is never an option since it directly detracts from customer service, and checking with the chef unnecessarily complicates the process when the proper procedure is simply to place the order properly using the system.

**2. What is the "Delight and Make It Right" timeline for service?**

- A. 1 min greet, 2 min drink order, 5 min food order, 11 min deliver food**
- B. 2 min greet, 5 min drink order, 10 min food order, 15 min deliver food
- C. 1 min greet, 1 min drink order, 5 min food order, 10 min deliver food
- D. 3 min greet, 4 min drink order, 7 min food order, 12 min deliver food

The "Delight and Make It Right" timeline for service is designed to enhance the dining experience by ensuring that customers receive timely attention and efficient service. The specific time frames outlined help servers manage their pace and meet customer expectations effectively. The first component, the 1-minute greet, emphasizes the importance of making a positive first impression. Greeting customers quickly encourages a welcoming atmosphere and shows that their presence is valued, which sets a pleasant tone for the rest of the meal. Next, the 2-minute window for accepting drink orders allows servers to promptly cater to the immediate needs of customers. Rapidly taking drink orders keeps customers engaged and satisfied while they peruse the menu. Following this, the 5-minute timeframe for food orders ensures that servers are attentive and responsive to customers' choices, encouraging a smooth flow of service. Finally, delivering food within 11 minutes is crucial for maintaining the temperature and freshness of the meal, which significantly influences customer satisfaction. Adhering to these specific timelines ultimately highlights a commitment to customer service excellence, as timely responses throughout the dining experience can lead to repeat visits and positive word-of-mouth recommendations.

### 3. What must be shown to avail the military discount?

**A. Military ID**

**B. Driver's License**

**C. Employee Badge**

**D. Student ID**

To avail the military discount, you must present a Military ID. This form of identification clearly verifies your active duty, veteran status, or affiliation with the military, which is essential for confirming eligibility for the discount offered to service members and their families. Military IDs are specifically designed for this purpose and are widely recognized by businesses providing military discounts. Other options, such as a driver's license or employee badge, do not establish military status and therefore do not qualify for the discount. A student ID also does not demonstrate military affiliation, which is why it would not be accepted for this specific discount.

### 4. What type of bread is served with chicken tenders?

**A. White bread**

**B. Garlic bread**

**C. Wheat bread**

**D. No bread is served**

The correct answer is that garlic bread is served with chicken tenders. Garlic bread adds a flavorful and aromatic complement to the dish, enhancing the overall dining experience. This choice reflects common practice at many restaurants that aim to pair certain breads with specific entrees to elevate the meal's taste profile. In this context, while options like white bread or wheat bread might seem like standard choices, they typically do not carry the same level of flavor enhancement that garlic bread does. Furthermore, the option indicating that no bread is served does not apply here, as garlic bread is indeed included with chicken tenders to enhance their presentation and flavor.

### 5. Where should you find the cheesecake prior to portioning?

**A. Refrigerator**

**B. Cake display**

**C. Freezer**

**D. Pantry**

The cheesecake should be found in the freezer prior to portioning because freezing helps maintain its texture and integrity, making it easier to cut and serve neat slices. When cheesecake is taken out of the freezer, it will typically need a little time to thaw, but this method ensures that it holds its shape and doesn't crumble during portioning. Additionally, freezing helps preserve the dessert's freshness and prevent spoilage before it is served to customers. Keeping it in the fridge or pantry would not be suitable for maintaining the quality of the cheesecake prior to serving. It's important to always follow proper storage guidelines to ensure food safety and the best dining experience for customers.

## 6. On which days are vegetable beef days served?

- A. Saturday/Sunday
- B. Monday/Tuesday**
- C. Wednesday/Thursday
- D. Friday/Saturday

Vegetable beef days are specifically served on Monday and Tuesday as part of Denny's menu offerings. This scheduling allows customers to enjoy this particular dish at the beginning of the week when they may be looking for hearty, comforting meals. This practice also helps in managing the inventory and providing variety throughout the week. In contrast, the other days listed do not include vegetable beef as a part of the regular offerings, thus making Monday and Tuesday the correct choice for when this dish is served.

## 7. 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.

## 8. During what time frame should staff ideally report for work?

- A. 30 minutes before shift**
- B. 1 hour before shift
- C. At the start of the shift
- D. 2 hours after shift starts

The ideal time frame for staff to report for work is 30 minutes before the shift begins. This allows servers and other staff members to have sufficient time to prepare themselves for the shift ahead. Arriving early provides an opportunity to review any special instructions or daily specials, set up necessary equipment, complete side work, and participate in any shift meetings or briefings. Being present before the shift starts helps ensure that everything is ready for a smooth service, enhancing both the staff's efficiency and the customers' experience. Additionally, arriving 30 minutes early demonstrates professionalism and commitment to the team's workflow, which can be beneficial in fast-paced environments like Denny's.

**9. When is it necessary to double wash your hands?**

- A. Start shift, after breaks, bodily fluids**
- B. After every customer, before breaks, after handling cash**
- C. Before shift, after every meal, after touching equipment**
- D. Between shifts, after cooking, before serving**

The correct choice emphasizes the critical moments when hand hygiene is imperative to prevent the spread of germs and ensure customer safety. Starting a shift is essential because servers come into contact with various surfaces and ingredients that could harbor bacteria. Washing hands after breaks is crucial as well, since servers often come into contact with different environments, potentially exposing themselves to contaminants that could affect customers. Additionally, washing hands after handling bodily fluids is a vital practice that helps prevent cross-contamination and ensures a clean dining experience for patrons. This choice highlights key situations that require handwashing to maintain health and safety standards in a restaurant setting.

**10. What does the term 50/50 refer to in the POS system?**

- A. Half price specials**
- B. Half bacon and half sausage**
- C. 50% off appetizers**
- D. A mix of two drinks**

The term 50/50 in the POS system refers specifically to a mix of two drinks. This term is commonly used in the restaurant and bar industry to indicate that a drink consists of equal parts of two different beverages. For example, this could refer to a drink that is half one type of alcohol and half another, or it could involve mixing two different types of soft drinks. Using the term 50/50 helps servers communicate effectively about drink preparation, ensuring consistency and clarity when processing orders. Understanding this terminology allows servers to accurately relay customer requests and maintain the establishment's beverage standards. In this context, the other options do not relate specifically to the terminology used in POS systems for drink orders, thus clarifying the importance of accurate terminology in hospitality settings.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://dennyservertraining.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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