

DENNY'S SERVER TRAINING PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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. 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
- 2. Where can pancake puppies be found on the POS system?**
 - A. Appetizers, LTO
 - B. Main Entrees
 - C. Desserts
 - D. Breakfast Specials
- 3. What size cup is generally served with pico de gallo?**
 - A. 4 oz cup
 - B. 5 oz cup
 - C. 2 oz cup
 - D. 6 oz cup
- 4. What discount percentage do first responders receive on Fridays?**
 - A. 10%
 - B. 15%
 - C. 20%
 - D. 25%
- 5. What constitutes sidework for a server?**
 - A. Cleaning tables
 - B. Sections
 - C. Greeting customers
 - D. Preparing drinks
- 6. Can a customer use a coupon days after its expiration date if they show it to you?**
 - A. Yes, if they insist
 - B. No, always uphold the expiration rule
 - C. Only if the manager says so
 - D. Yes, for loyal customers

- 7. Does a guest incur an upcharge for French fries instead of hashbrowns with an omelet?**
- A. Yes
 - B. No
 - C. Only on weekends
 - D. Only during certain promotions
- 8. Can you serve regular coffee to a guest who requests decaf?**
- A. Yes, always
 - B. No, that's against the rules
 - C. Only if they don't notice
 - D. Only if they ask for it specifically
- 9. How do you flavor a cherry coke for your guest?**
- A. By adding syrup manually
 - B. By using the freestyle machine
 - C. By mixing with cherry juice
 - D. By using flavored ice cubes
- 10. What is the size of Denny's steak in ounces?**
- A. 8 oz
 - B. 10 oz
 - C. 13 oz
 - D. 15 oz

Answers

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

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Explanations

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1. 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.

2. Where can pancake puppies be found on the POS system?

- A. Appetizers, LTO
- B. Main Entrees
- C. Desserts
- D. Breakfast Specials

Pancake puppies are categorized under appetizers on the POS system, specifically within the Limited Time Offers (LTO) section. This designation allows Denny's to promote these items as a unique and temporary choice on the menu, appealing to customers who are looking for something new and exciting. The appetizers section is the most appropriate location for pancake puppies, as they are designed to be shared or enjoyed as a starter rather than a main dish or dessert. Other sections of the POS system, such as main entrees, desserts, or breakfast specials, do not align with the nature of pancake puppies as a shareable appetizer. Main entrees typically consist of larger portions meant to be a meal, while desserts are intended to provide a sweet finish. Breakfast specials usually highlight traditional breakfast items rather than appetizers like pancake puppies. Thus, the appetizers section under LTO is the logical choice for where pancake puppies are found in the POS system.

3. What size cup is generally served with pico de gallo?

- A. 4 oz cup
- B. 5 oz cup
- C. 2 oz cup
- D. 6 oz cup

Pico de gallo is typically served in a 2 oz cup because it is considered a condiment or side dish rather than a main component of a meal. The quantity of pico de gallo that diners generally prefer is small, as it is often used to complement other dishes, such as tacos or burritos. A 2 oz portion is sufficient for a single serving, allowing customers to enjoy the fresh flavors without overwhelming their meals. In contrast, larger cup sizes are generally reserved for items that are meant to be a primary part of the dish or are served in larger portions, which does not apply to pico de gallo.

4. What discount percentage do first responders receive on Fridays?

- A. 10%
- B. 15%**
- C. 20%
- D. 25%

First responders receive a 15% discount on Fridays at Denny's to honor their service and dedication to the community. This discount is part of Denny's initiative to support and thank those who work in emergency services, recognizing the important role they play in ensuring public safety. The choice of 15% strikes a balance between providing a meaningful appreciation for their hard work while also promoting customer loyalty and engagement. Other discount percentages are not established for first responders on Fridays, which makes 15% the correct and designated discount for this special occasion.

5. What constitutes sidework for a server?

- A. Cleaning tables**
- B. Sections
- C. Greeting customers
- D. Preparing drinks

Sidework for a server refers to the tasks that are necessary to maintain a clean and efficient work environment but are not directly related to serving food or drinks to customers. In this context, cleaning tables is a key component of sidework. This activity ensures that the dining area remains presentable and hygienic for guests, which contributes to a positive dining experience. While sections, greeting customers, and preparing drinks are important aspects of a server's responsibilities, they are not classified as sidework. Sections refer to the specific areas of the restaurant assigned to servers and relate to their primary role in attending to customers. Greeting customers is part of the customer service experience, and preparing drinks directly involves serving guests. Therefore, cleaning tables stands out as the best example of sidework, highlighting the behind-the-scenes efforts that support the overall operation of the restaurant.

6. Can a customer use a coupon days after its expiration date if they show it to you?

- A. Yes, if they insist
- B. No, always uphold the expiration rule**
- C. Only if the manager says so
- D. Yes, for loyal customers

When it comes to handling coupons, it is essential to maintain the integrity of the establishment's policies and procedures. Coupons have expiration dates for a reason, typically linked to promotional timelines or budget controls. Upholding the expiration rule ensures that all customers are treated fairly and that the business can manage its promotional expenses and expectations effectively. Allowing the use of expired coupons could lead to inconsistent practices and potential loss of trust from other customers who adhere to the expiration terms. Additionally, it could set a precedent that customers can negotiate the rules, which may lead to further complications in customer service. In scenarios where customers present expired coupons, it is advisable to respectfully inform them of the policy regarding expiration dates. This approach keeps the service consistent and professional while ensuring that all customers are on the same page regarding promotional offerings.

7. Does a guest incur an upcharge for French fries instead of hashbrowns with an omelet?

- A. Yes
- B. No**
- C. Only on weekends
- D. Only during certain promotions

When a guest orders an omelet at Denny's, substituting French fries for hashbrowns does not incur an upcharge. This policy is designed to provide flexibility in meal customization without creating an additional cost barrier for the guest. It's common in many dining establishments to allow simple substitutions like this to enhance the dining experience and accommodate guest preferences. The concept of upcharges typically applies to premium items or significant changes to a meal that involve higher-cost ingredients, but in this case, both hashbrowns and French fries serve as standard side options, making the substitution seamless. Thus, the guest can enjoy their meal without worrying about unexpected costs for opting for one standard side over another.

8. Can you serve regular coffee to a guest who requests decaf?

- A. Yes, always
- B. No, that's against the rules**
- C. Only if they don't notice
- D. Only if they ask for it specifically

Serving regular coffee to a guest who requests decaf is against the rules because it goes against the principles of providing excellent customer service and meeting the specific needs and preferences of the guest. Guests may choose decaf coffee for various reasons, including health concerns, caffeine sensitivity, or personal preference. Fulfilling their request accurately demonstrates attentiveness and respect for their choices. Providing the wrong type of coffee could lead to potential health issues or dissatisfaction, which is not aligned with the service standards expected at Denny's. In a service setting, adhering to guest requests is crucial for maintaining trust and satisfaction. Providing regular coffee when decaf is requested undermines the guest's experience and the restaurant's commitment to quality service.

9. How do you flavor a cherry coke for your guest?

- A. By adding syrup manually
- B. By using the freestyle machine**
- C. By mixing with cherry juice
- D. By using flavored ice cubes

Using the freestyle machine is the most effective way to flavor a cherry Coke for your guest because these machines offer a variety of beverage options and flavor enhancements at the touch of a button. The freestyle machine allows servers to customize drinks easily, enabling guests to select the desired level of cherry flavoring, which can enhance their overall dining experience. This method not only provides a fresh taste but also ensures that the proportions are consistent and up to Denny's standards. In comparison, manually adding syrup, mixing with cherry juice, or using flavored ice cubes could lead to inconsistencies in flavor and might not be an efficient or standardized approach to drink preparation in a busy setting like Denny's. The freestyle machine streamlines the process and offers a wider range of options, making it the best choice for serving flavored beverages.

10. What is the size of Denny's steak in ounces?

- A. 8 oz
- B. 10 oz
- C. 13 oz**
- D. 15 oz

The correct answer indicates that the size of Denny's steak is 13 ounces. This measurement reflects the standard portion size typically offered by Denny's for their steak dishes. Understanding this specific portion size is crucial for servers, as it enables them to provide accurate information to customers, manage expectations regarding meal size, and assist in upselling items effectively. The consistency in portion sizes also helps maintain quality control in the kitchen, ensuring customers receive the same dining experience regardless of the location. Knowing the correct steak size aids in better communication with patrons about the menu and reinforces the restaurant's commitment to providing a satisfying meal.

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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.

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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