

Dominos Level 1 Assistant Manager Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

This is a sample study guide. To access the full version with hundreds of 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. Don't worry about getting everything right, 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, and take breaks to retain information better.

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.

7. Use Other Tools

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!

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Questions

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- 1. Which key performance indicators (KPIs) should an Assistant Manager focus on?**
 - A. Sales performance and quality of food**
 - B. Customer service training programs**
 - C. Customer satisfaction scores and labor costs**
 - D. Employee turnover rates**

- 2. When should ROX be applied according to store protocol?**
 - A. Before inventory checks**
 - B. When customers request items**
 - C. When items are received in the store**
 - D. At the end of the business day**

- 3. What sauce is typically used in an Italian sausage marinara pasta?**
 - A. Marinara sauce**
 - B. Alfredo sauce**
 - C. Pesto sauce**
 - D. Tomato sauce**

- 4. What is the goal CDOT percentage at Domino's?**
 - A. 80%**
 - B. 85%**
 - C. 90%**
 - D. 95%**

- 5. Where can you find the dough proofing projection report?**
 - A. In the front office**
 - B. On the main menu of the POS system**
 - C. Back office under Dough Inventory**
 - D. At the cashier station**

6. What is the purpose of giving specific direction during a rush?

- A. To ease employee stress**
- B. To follow standard operating procedures**
- C. To give the employee a clear target**
- D. To encourage teamwork**

7. What procedure should you follow with expired food items?

- A. Throw them away without documentation**
- B. Write down the expired food and dispose of it**
- C. Serve expired food if it's near the expiration**
- D. Leave it for the next shift**

8. How is the current labor percentage calculated in Domino's?

- A. (Cost + Sales) x 100 = Variance**
- B. (Cost - Sales) x 100 = Variance**
- C. (Cost/Sales) x 100 = Variance**
- D. (Sales/Cost) x 100 = Variance**

9. What role does wait time play in customer satisfaction at Domino's?

- A. It influences the cooking process**
- B. It affects delivery driver routing**
- C. It impacts perceived efficiency and service quality**
- D. It relates to order accuracy**

10. Why is being vocal in the store important?

- A. To ensure music plays correctly**
- B. To maintain efficiency within the system**
- C. To keep customers entertained**
- D. To avoid miscommunication with delivery**

Answers

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

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Explanations

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1. Which key performance indicators (KPIs) should an Assistant Manager focus on?

- A. Sales performance and quality of food**
- B. Customer service training programs**
- C. Customer satisfaction scores and labor costs**
- D. Employee turnover rates**

The focus on customer satisfaction scores and labor costs is essential for an Assistant Manager because both elements directly influence the operational success and profitability of the business. Customer satisfaction scores provide valuable insights into how well the store meets customer expectations, which is crucial for repeat business and overall brand reputation. High customer satisfaction often leads to increased sales and customer loyalty. Labor costs, on the other hand, are a significant part of operating expenses. Managing these costs effectively while ensuring there are enough employees to provide excellent service is vital for maintaining quality standards. Striking this balance can help optimize profitability and ensure that the store operates efficiently. In contrast, while sales performance and quality of food are also important, they are often affected by the other KPIs. Customer service training programs contribute to improving customer service quality, but they are more of a means to an end rather than a direct measure of performance. Employee turnover rates, while significant for team stability, primarily reflect underlying issues that may be addressing but do not directly indicate day-to-day operational performance like the combination of customer satisfaction and labor costs. Focusing on the proper KPIs allows an Assistant Manager to make informed decisions that significantly impact the establishment's success.

2. When should ROX be applied according to store protocol?

- A. Before inventory checks**
- B. When customers request items**
- C. When items are received in the store**
- D. At the end of the business day**

Applying ROX (Receiving Operations Execution) when items are received in the store is crucial for maintaining accurate inventory levels and ensuring a smooth operational workflow. This practice ensures that all received items are properly accounted for and any discrepancies can be addressed immediately. By applying ROX during this stage, the store can accurately track inventory, minimize shrinkage, and enhance overall efficiency. This proactive approach solidifies the foundation for effective inventory management and helps in maintaining high standards of service. In contrast, the other options revolve around different operational concerns that do not align with the primary purpose of ROX. For instance, applying ROX before inventory checks would not allow for real-time adjustments to inventory levels, making it less effective. Similarly, attempting to implement ROX when customers request items does not fit within the operational framework intended for receiving and logging stock. Lastly, applying ROX at the end of the business day could lead to missed opportunities for addressing discrepancies or issues that arise during receiving, thereby impacting inventory accuracy and service quality.

3. What sauce is typically used in an Italian sausage marinara pasta?

- A. Marinara sauce**
- B. Alfredo sauce**
- C. Pesto sauce**
- D. Tomato sauce**

The typical sauce used in an Italian sausage marinara pasta is marinara sauce. Marinara sauce is specifically a tomato-based sauce that is flavored with various herbs, garlic, and onions, which complements the savory and spiced flavors of Italian sausage exceptionally well. This combination creates a rich and robust flavor profile that enhances the dish. While tomato sauce is a fundamental ingredient in marinara sauce, the distinction lies in marinara's additional seasoning and preparation, which gives it a more complex taste that pairs perfectly with pasta and meats like Italian sausage. Alfredo sauce is a creamy sauce that usually features cheese and butter, which would not traditionally accompany Italian sausage in a marinara context. Pesto sauce, made primarily from basil, nuts, and olive oil, offers a completely different flavor profile and is not typically used with marinara or sausage in classic Italian cuisine.

4. What is the goal CDOT percentage at Domino's?

- A. 80%**
- B. 85%**
- C. 90%**
- D. 95%**

The goal CDOT percentage at Domino's is 85%. This percentage serves as a benchmark for performance, particularly in how efficiently the restaurant handles customer orders. Achieving an 85% CDOT percentage indicates that a majority of the orders are being completed in a timely manner, which is crucial for maintaining customer satisfaction and loyalty. It reflects the operational efficiency of the staff and the effectiveness of the systems in place to manage orders, making it an essential target for Assistant Managers and their teams to strive for. Other percentages, while they may represent high performance levels, do not reflect the established goal, which emphasizes the importance of clarity in performance targets. This understanding of the goal can guide Assistant Managers in training their staff and implementing processes that enhance efficiency.

5. Where can you find the dough proofing projection report?

- A. In the front office
- B. On the main menu of the POS system
- C. Back office under Dough Inventory**
- D. At the cashier station

The dough proofing projection report is found in the back office under Dough Inventory. This report is essential for managing the dough preparation and inventory levels in a pizza operation, as it helps to track the status of dough production and forecast future needs. The back office is specifically designed for administrative tasks, including inventory management, making it the appropriate location for accessing detailed reports related to dough and other inventory items. The front office and cashier station typically focus on customer interactions and transaction processing rather than inventory data. While the main menu of the POS system provides access to sales data and operational tools, the detailed reporting functions related to inventory, such as dough proofing projections, are reserved for the back office where managers can analyze and make operational decisions based on the information.

6. What is the purpose of giving specific direction during a rush?

- A. To ease employee stress
- B. To follow standard operating procedures
- C. To give the employee a clear target**
- D. To encourage teamwork

Providing specific direction during a rush is crucial as it helps to give the employee a clear target. In high-pressure situations, like busy hours at a pizza restaurant, employees may feel overwhelmed with numerous tasks and customers to serve. When they receive direct and precise instructions, it outlines exactly what needs to be accomplished, which simplifies their responsibilities and allows them to focus on executing tasks effectively. This clarity not only facilitates speed but also enhances efficiency, ensuring that customer orders are fulfilled accurately and promptly. Clear targets help mitigate confusion and keep operations running smoothly during peak times.

7. What procedure should you follow with expired food items?

- A. Throw them away without documentation
- B. Write down the expired food and dispose of it**
- C. Serve expired food if it's near the expiration
- D. Leave it for the next shift

The correct procedure for handling expired food items is to write down the expired food and dispose of it. This practice ensures proper documentation of food safety and inventory management. By recording the items before disposal, you maintain accountability and can track the waste, which is crucial for operations analysis and minimizing losses. Documenting expired food items also helps in identifying trends in inventory turnover, allowing management to make informed decisions about ordering and inventory practices. Proper disposal ensures that food safety standards are upheld, protecting customer health and maintaining the establishment's reputation. This adherence to protocol reflects a commitment to food safety and operational integrity, which is essential in the food service industry.

8. How is the current labor percentage calculated in Domino's?

- A. **(Cost + Sales) x 100 = Variance**
- B. **(Cost - Sales) x 100 = Variance**
- C. (Cost/Sales) x 100 = Variance**
- D. **(Sales/Cost) x 100 = Variance**

The current labor percentage is derived by taking the total labor cost and dividing it by the total sales, then multiplying by 100 to express it as a percentage. This calculation provides insight into how much of the sales revenue is being allocated toward labor expenses. By understanding the labor percentage, management can assess efficiency, make budgeting decisions, and identify areas where labor costs may need to be controlled. In this context, the formula $(Cost/Sales) \times 100$ successfully represents the relationship between labor costs and sales, allowing for a direct interpretation of labor expenses relative to income generated. This clarity is crucial for effective financial management within the business.

9. What role does wait time play in customer satisfaction at Domino's?

- A. **It influences the cooking process**
- B. **It affects delivery driver routing**
- C. It impacts perceived efficiency and service quality**
- D. **It relates to order accuracy**

Wait time significantly impacts perceived efficiency and service quality, which are critical components of customer satisfaction at Domino's. When customers place an order, they expect it to be fulfilled in a timely manner. If the wait time is longer than expected, even if the food is ultimately of high quality, customers may feel dissatisfied simply because their experience was prolonged. A shorter wait time can enhance the perception of efficiency, leading customers to view the service as prompt and reliable. This perception contributes to a positive overall experience, which is crucial in the competitive fast-food industry. Customers often associate speed with quality; therefore, effective management of wait times can directly influence their willingness to return and recommend the service. While other factors such as the cooking process, delivery routing, and order accuracy are important to operational efficiency and quality, they do not directly address how wait times shape customer perceptions and experiences in the way that perceived efficiency and service quality do.

10. Why is being vocal in the store important?

- A. To ensure music plays correctly
- B. To maintain efficiency within the system**
- C. To keep customers entertained
- D. To avoid miscommunication with delivery

Being vocal in the store is essential for maintaining efficiency within the system. Clear communication among team members helps to ensure that everyone understands their roles and responsibilities, which is crucial for a fast-paced environment like a pizza store. When employees are vocal about their tasks and any issues that arise, they can coordinate better, streamline operations, and respond quickly to customer needs. This vocal interaction fosters a collaborative atmosphere, reducing the likelihood of errors or delays that can impact service and overall productivity. Although the other choices address different aspects of the store's operation, they do not focus specifically on efficiency. For instance, ensuring music plays correctly or keeping customers entertained are important for customer experience but do not directly affect operational efficiency. Similarly, avoiding miscommunication with delivery is significant, yet it is a narrower focus compared to the broader impacts of vocal communication on overall workflow. Therefore, maintaining efficiency through vocal communication is key for optimal performance in the store.

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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://dominoslvl1assistantmngr.examzify.com>

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

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