

Five Guys Manager Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. Which of the following is NOT one of the tasks done for fry preparation?**
 - A. Soaking cut potatoes**
 - B. Calibrating fry color**
 - C. Heating oil**
 - D. Stacking unused chairs**
- 2. Who are the founders of Five Guys?**
 - A. Jim, John, Sam, and Matt**
 - B. Tyler, Matt, Jim, Chad, and Ben**
 - C. Tom, Jerry, Mark, and Adan**
 - D. David, Chris, Tyler, and Adam**
- 3. What is the primary purpose of the shift change in a restaurant?**
 - A. To allow employees to socialize**
 - B. To conduct employee training**
 - C. To set the next shift up for success**
 - D. To review daily sales**
- 4. When and where in the United States did Five Guys start?**
 - A. 1985 in New York**
 - B. 1986 in Alexandria, Virginia**
 - C. 1990 in Chicago**
 - D. 1992 in Los Angeles**
- 5. What is unique about Patton's potatoes?**
 - A. They are frozen before cooking.**
 - B. They are grown in Canada.**
 - C. They are grown above the 42nd parallel.**
 - D. They are organic and non-GMO.**

- 6. Why is it important to have clear procedures for handling allergens?**
- A. To reduce cooking time**
 - B. To ensure customer safety**
 - C. To increase food sales**
 - D. To comply with health codes**
- 7. What is a key component of Five Guys' customer service strategy?**
- A. Listening to customer feedback**
 - B. Minimizing interaction with customers**
 - C. Prioritizing speed over quality**
 - D. Strictly following the menu items**
- 8. What is the proper concentration range for Kay-5 sanitizing solution?**
- A. 10-30 ppm**
 - B. 40-60 ppm**
 - C. 50-100 ppm**
 - D. 120-150 ppm**
- 9. What role do plain wedding rings play in employee dress code?**
- A. Allowed for safety reasons**
 - B. Not allowed due to hygiene regulations**
 - C. Recommended as part of uniform**
 - D. Optional but preferred**
- 10. What can be concluded about the approach to cooking bacon at Five Guys?**
- A. It should be prepared quickly to save time**
 - B. It should be crispy to enhance flavor**
 - C. It should be cooked in batches**
 - D. It should be served undercooked for freshness**

Answers

SAMPLE

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

SAMPLE

Explanations

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1. Which of the following is NOT one of the tasks done for fry preparation?

- A. Soaking cut potatoes**
- B. Calibrating fry color**
- C. Heating oil**
- D. Stacking unused chairs**

The task of stacking unused chairs does not relate to fry preparation, making it the correct answer for this question. Fry preparation involves specific culinary processes focused on the preparation and cooking of fries, which are key items on the menu. Soaking cut potatoes is a common practice to remove excess starch and improve the quality and crispiness of the fries. Calibrating fry color ensures that the fries are cooked to the desired color, indicating proper doneness, and is important for consistency and quality control. Heating oil is a crucial step, as the oil needs to be at the right temperature for frying to ensure that the fries cook properly and achieve the desired texture. In this context, stacking chairs is a task more related to maintaining a clean and safe dining environment rather than anything involved in the food preparation process.

2. Who are the founders of Five Guys?

- A. Jim, John, Sam, and Matt**
- B. Tyler, Matt, Jim, Chad, and Ben**
- C. Tom, Jerry, Mark, and Adan**
- D. David, Chris, Tyler, and Adam**

The founders of Five Guys are indeed recognized as five individuals: Jim, Chad, and Ben. Each played a crucial role in establishing the brand and setting the foundation for its rapid growth, starting from a single location in Arlington, Virginia, in 1986. They focused on providing high-quality burgers and fries, which became a hallmark of the brand's identity. In the context of the choices provided, the names listed in the answer reflect a common misconception. However, it is important to clarify that while there were many individuals involved in different capacities as the business expanded, the core founders are known to be Jim, Chad, and Ben. Understanding the actual founders helps reinforce the company's legacy and the values they instilled in the business model of Five Guys.

3. What is the primary purpose of the shift change in a restaurant?

- A. To allow employees to socialize**
- B. To conduct employee training**
- C. To set the next shift up for success**
- D. To review daily sales**

The primary purpose of the shift change in a restaurant is to set the next shift up for success. This involves ensuring that all necessary information is communicated clearly from one shift to the next, such as updates on inventory, customer feedback, and any outstanding tasks that need attention. This seamless transition helps to maintain operational efficiency, ensures that service quality remains high, and prepares the new team to handle the expected volume of customers effectively. While socializing, employee training, and reviewing daily sales can occur during a shift change, these activities are not the main focus. Socializing may happen informally but is not a productive aspect of the shift change. Training employees is crucial but ideally should be scheduled separately to avoid disrupting smooth operations during a shift transition. Reviewing daily sales provides valuable information, yet it also does not serve as the primary purpose of a shift change; the priority is on ensuring that the incoming team is fully prepared to support the restaurant's success.

4. When and where in the United States did Five Guys start?

- A. 1985 in New York**
- B. 1986 in Alexandria, Virginia**
- C. 1990 in Chicago**
- D. 1992 in Los Angeles**

Five Guys originated in 1986 in Alexandria, Virginia. This location is significant as it marks the beginning of the Five Guys brand, which has since grown into a popular fast-casual burger chain known for its customizable burgers, fresh-cut fries, and a casual dining experience. The choice of Alexandria as the founding location is vital to understanding the company's roots and local influence, as it laid the groundwork for the brand's expansion across the United States and internationally. The establishment in 1986 also highlights the early years of the chain, as it started as a family-owned business focused on providing quality food, which remains a core aspect of Five Guys' mission today.

5. What is unique about Patton's potatoes?

- A. They are frozen before cooking.
- B. They are grown in Canada.
- C. They are grown above the 42nd parallel.**
- D. They are organic and non-GMO.

The uniqueness of Patton's potatoes lies in their cultivation above the 42nd parallel, which is significant because this geographical location is known for having ideal conditions for growing certain types of potatoes. The climate, particularly in terms of temperature and sunlight, contributes to the quality of the potatoes produced in this region. Growing potatoes in this area can enhance their flavor and nutritional value, making them distinct from those grown in other locations. Patton's potatoes being grown above the 42nd parallel emphasizes their premium quality and the specific agricultural practices utilized, which may not be found in potatoes grown in less optimal conditions. This factor distinguishes them from other types of potatoes that may come from different regions, contributing to Patton's branding and reputation for high-quality food products.

6. Why is it important to have clear procedures for handling allergens?

- A. To reduce cooking time
- B. To ensure customer safety**
- C. To increase food sales
- D. To comply with health codes

Having clear procedures for handling allergens is essential to ensure customer safety. Many individuals have food allergies that can cause severe reactions, including anaphylaxis, if they accidentally consume allergens. By implementing and communicating effective procedures, including labeling, training staff, and preventing cross-contamination, a restaurant can minimize the risk of allergen-related incidents. Ensuring that both employees and customers are aware of how to manage and communicate allergen concerns helps to create a safe dining environment. Although complying with health codes is also important and can contribute to safety, the primary focus of allergen procedures is on protecting the well-being of customers. Reducing cooking time and increasing food sales, while beneficial for business operations, do not address the fundamental need for safety in relation to food allergens.

7. What is a key component of Five Guys' customer service strategy?

- A. Listening to customer feedback**
- B. Minimizing interaction with customers**
- C. Prioritizing speed over quality**
- D. Strictly following the menu items**

Listening to customer feedback is a central component of Five Guys' customer service strategy. This approach allows the management and staff to understand customer preferences and experiences, which can lead to continuous improvement in service and product offerings. Engaging with customers and acknowledging their suggestions creates a more personalized experience, fostering customer loyalty and satisfaction. In the context of Five Guys, which emphasizes high-quality ingredients and made-to-order meals, actively seeking and responding to feedback helps ensure that customers feel valued and heard. The insight gained from this feedback can inform menu adjustments, service improvements, and the overall customer experience. The success of Five Guys can largely be attributed to making customers feel like a part of the brand, and listening to feedback is essential for that connection.

8. What is the proper concentration range for Kay-5 sanitizing solution?

- A. 10-30 ppm**
- B. 40-60 ppm**
- C. 50-100 ppm**
- D. 120-150 ppm**

The correct concentration range for Kay-5 sanitizing solution is 50-100 ppm (parts per million). This range is established to ensure effective sanitization while remaining safe for food contact surfaces. At this concentration, the sanitizing solution is strong enough to eliminate harmful pathogens and bacteria that can contaminate food, ensuring a safe food preparation environment. It also minimizes the risk of chemical residue being left on surfaces that could affect the flavor or safety of the food served. Maintaining the concentration within this range is crucial for compliance with food safety regulations and guidelines. Concentrations that are too low may not effectively kill bacteria, and those that are too high could leave unsafe chemical residues or damage surfaces. Understanding this balance is essential for any management role in a food service environment like Five Guys.

9. What role do plain wedding rings play in employee dress code?

A. Allowed for safety reasons

B. Not allowed due to hygiene regulations

C. Recommended as part of uniform

D. Optional but preferred

Plain wedding rings play an essential role in the employee dress code primarily for safety reasons. In a fast-paced environment like Five Guys, where employees may be handling hot equipment, sharp utensils, or potentially hazardous materials, wearing a plain wedding ring minimizes the risk of injury. Such rings typically do not have any protruding stones or intricate designs that might catch on equipment or cause harm to the wearer. By allowing plain wedding rings, the dress code maintains a certain level of professionalism while also ensuring the safety and health of employees. Other options may suggest restrictions or preferences that do not align with the primary focus on safety and practicality in the workplace. In contrast, plain wedding bands present no added risk and can be worn comfortably in a working environment.

10. What can be concluded about the approach to cooking bacon at Five Guys?

A. It should be prepared quickly to save time

B. It should be crispy to enhance flavor

C. It should be cooked in batches

D. It should be served undercooked for freshness

The approach to cooking bacon at Five Guys emphasizes achieving a crispy texture to enhance the flavor. Crispy bacon is often preferred by customers as it adds a delightful crunch and rich, savory taste to their burgers and sandwiches. The commitment to quality includes ensuring that the bacon not only complements the other ingredients but also stands out for its taste and texture. A crispy bacon preparation aligns with the overall focus on creating a superior dining experience for customers, highlighting the importance of flavor in their cooking processes. While preparing bacon quickly or cooking in batches could be operational considerations for efficiency, they are not the primary focus regarding the quality and presentation of the bacon itself. Serving undercooked bacon would not align with health and safety standards and would likely detract from the overall quality associated with Five Guys. Therefore, the emphasis remains on achieving that crispy texture as a key aspect of their cooking philosophy.