

# Raising Cane's Restaurant Performance Standards (RPS) 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 is the maximum time butter can sit at room temperature?**
  - A. 8 hours**
  - B. 2 hours**
  - C. 24 hours**
  - D. 1 hour**
  
- 2. How long can toast be held?**
  - A. You cannot hold toast**
  - B. Up to 5 minutes**
  - C. Up to 20 minutes**
  - D. Up to 60 minutes**
  
- 3. Which elements are described as part of the Vision?**
  - A. A great crew, a cool culture, and active community involvement**
  - B. A global coffee program**
  - C. A wide dessert menu**
  - D. A burger-only menu**
  
- 4. Which of the following is a valid step in Cane's steps of service?**
  - A. Follow up**
  - B. Make no follow-up**
  - C. Skip the greeting**
  - D. Ignore customer recovery**
  
- 5. When working the front counter, what information should be communicated to the kitchen?**
  - A. How many cars in drive thru, how many customers walking in the door, tailgates and sandwiches, extra crispy fingers**
  - B. Menu prices**
  - C. Customer complaints**
  - D. Cleaning schedule**

- 6. Which abbreviations refer to labeling standards in this material?**
- A. B.O.B. and BIB**
  - B. B.O.B. and B.E.B.**
  - C. BIB and B.E.B.**
  - D. B.O.B. and B.O.B.**
- 7. What are the 3 P's?**
- A. Placement, Portioning, Presentation**
  - B. Positioning, Portioning, Presentation**
  - C. Placement, Preparation, Presentation**
  - D. Placement, Portions, Presentation**
- 8. On a dine-in order, why do we prop the thick part of the bird at the platter's edge?**
- A. Placing the thick end on the ledge makes the platter more presentable and leaves room for proper fry portioning.**
  - B. It helps the bird stay warm.**
  - C. It makes the toast easier to remove.**
  - D. It hides the bird from customers.**
- 9. After soaking the drink machine caps and diffusers, what should you do next?**
- A. Let air dry**
  - B. Rinse with water**
  - C. Air them in sun**
  - D. Reuse immediately**
- 10. How high above the ground do all products have to be stored?**
- A. 2 inches**
  - B. 6 inches**
  - C. 12 inches**
  - D. 24 inches**

## Answers

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

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## **Explanations**

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**1. What is the maximum time butter can sit at room temperature?**

- A. 8 hours**
- B. 2 hours**
- C. 24 hours**
- D. 1 hour**

Time and temperature safety for dairy products is tested here. Butter's high fat content and low moisture limit rapid bacterial growth, especially in salted varieties, so it can remain safe on the counter for about eight hours under typical room conditions. After that window, quality declines and there's a greater risk of spoilage or rancidity, so refrigerate and use within that period or discard if unused. If the room is warmer than usual or if the butter is unsalted, you should shorten the time even more. Shorter times, like one or two hours, are more conservative but don't fit the standard practice for this item, while leaving it out for a full day increases the risk of spoilage. The eight-hour guideline balances safety with practicality for service.

**2. How long can toast be held?**

- A. You cannot hold toast**
- B. Up to 5 minutes**
- C. Up to 20 minutes**
- D. Up to 60 minutes**

Toast should be served fresh; there is no holding time for toast. Once toasted, it loses crispness and warmth quickly, and trying to hold it would make it soggy or stale, hurting the customer experience. In Cane's standards, you don't hold toast—if a toast order would be delayed, re-toast or discard rather than holding it. The other time frames would degrade quality and don't align with delivering a hot, crispy product.

**3. Which elements are described as part of the Vision?**

- A. A great crew, a cool culture, and active community involvement**
- B. A global coffee program**
- C. A wide dessert menu**
- D. A burger-only menu**

Vision in Raising Cane's RPS centers on people and community, not on menu items. It describes a future built around a great crew, a positive culture, and active community involvement. This focus shows growth through people and connections, which is what the Vision emphasizes. The other options describe menu or program ideas, which are not what the Vision centers on.

**4. Which of the following is a valid step in Cane's steps of service?**

- A. Follow up**
- B. Make no follow-up**
- C. Skip the greeting**
- D. Ignore customer recovery**

Following up with guests after their order is delivered is a key step in Cane's service. It shows you're attentive, helps verify that the order is correct, and gives a quick chance to address anything that isn't right—whether that's offering extra napkins, sauces, or refilling a drink. This moment completes the service experience and supports guest recovery if something isn't perfect. Skipping the greeting breaks the essential connection with the guest, not following up misses an important opportunity to ensure satisfaction, and ignoring customer recovery leaves problems unresolved and the experience less positive.

**5. When working the front counter, what information should be communicated to the kitchen?**

- A. How many cars in drive thru, how many customers walking in the door, tailgates and sandwiches, extra crispy fingers**
- B. Menu prices**
- C. Customer complaints**
- D. Cleaning schedule**

At the front counter, the key is to relay real-time demand and any specific order details to the kitchen so they can prep the right things at the right time. The best choice includes both how many cars are in the drive-thru and how many customers are walking in, which tells the kitchen how busy the line is and helps pace production. It also passes along exact order items and any modifications (like "tailgates and sandwiches" and "extra crispy fingers") so the kitchen can prepare the correct menu items with the requested prep style. This direct, timely communication keeps food moving quickly and accurately. Menu prices, customer complaints, and the cleaning schedule aren't information that the kitchen needs to operate during service. Prices are guest-facing, complaints belong to the service or management side, and cleaning schedules are part of back-of-house duties but not immediate kitchen production instructions.

**6. Which abbreviations refer to labeling standards in this material?**

- A. B.O.B. and BIB**
- B. B.O.B. and B.E.B.**
- C. BIB and B.E.B.**
- D. B.O.B. and B.O.B.**

Labeling standards tell you which abbreviations denote the specific formats used to mark and track products in the system. In this material, the two abbreviations you should recognize for labeling standards are BIB and B.O.B. BIB refers to Bag In Box packaging, which has its own labeling rules to ensure consistency and traceability. B.O.B. covers the other packaging format used in the guidelines, so together these two abbreviations indicate the standard labeling approaches you'll encounter. The other option includes an abbreviation not used as a labeling standard here, or repeats a standard, so it doesn't match the material's guidelines.

**7. What are the 3 P's?**

- A. Placement, Portioning, Presentation**
- B. Positioning, Portioning, Presentation**
- C. Placement, Preparation, Presentation**
- D. Placement, Portions, Presentation**

The idea behind the 3 P's is to ensure consistency and quality in every order by focusing on three aspects of how the food leaves the kitchen: placement, portioning, and presentation. Placement is about how items are arranged in the box or on the tray so the order is uniform and easy to verify at a glance, helping speed and accuracy. Portioning ensures the exact amount of food in each order so every guest gets the same quantity, reducing waste and maintaining value. Presentation covers how the food looks when handed to the customer—the neat arrangement, clean packaging, and overall appeal that enhance the eating experience. Together, these three elements create a reliable, high-quality customer experience.

**8. On a dine-in order, why do we prop the thick part of the bird at the platter's edge?**

- A. Placing the thick end on the ledge makes the platter more presentable and leaves room for proper fry portioning.**
- B. It helps the bird stay warm.**
- C. It makes the toast easier to remove.**
- D. It hides the bird from customers.**

Plating for dine-in focuses on appearance and portion control. When we place the thick part of the bird at the platter's edge, the overall presentation becomes neater and more purposeful—the plate lines up cleanly and the chicken reads as a substantial, appetizing piece. This orientation also frees up central space for the fries, allowing them to be portioned and arranged neatly without crowding the chicken. The goal is a consistent, professional look that customers notice. This isn't primarily about warmth—temperature is handled by overall food handling and packaging. It's not about making toast easier to remove, and it isn't about hiding the chicken from customers. It's about presenting the food in a visually appealing, properly portioned way.

**9. After soaking the drink machine caps and diffusers, what should you do next?**

**A. Let air dry**

**B. Rinse with water**

**C. Air them in sun**

**D. Reuse immediately**

After soaking the drink machine caps and diffusers, let them air dry. Air drying fully evaporates moisture and any sanitizer residue, which helps prevent bacteria growth in crevices and avoids reassembly with damp parts that could lead to contamination or leaks. Reusing the parts immediately is unsafe because moisture can harbor contaminants and affect beverage quality. Rinsing with water would wash away sanitizer and add unnecessary steps to re-sanitize and dry again. Drying in the sun isn't recommended for many components and can cause uneven drying or material damage. So, the safest and most effective next step is to allow the parts to air dry in a clean area.

**10. How high above the ground do all products have to be stored?**

**A. 2 inches**

**B. 6 inches**

**C. 12 inches**

**D. 24 inches**

Keeping all products stored at least six inches off the ground is a fundamental food-safety practice. Elevating items helps prevent moisture from floor spills or damp surfaces from reaching the contents, reduces the chance of pest access, and makes cleaning under shelves easier to maintain a sanitary storage area. Six inches is the standard requirement in Raising Cane's RPS guidelines because it provides a practical balance between safety and efficient use of space. Storing as low as two inches increases risk of contamination and pest problems, while storing higher than six inches isn't necessary for safety and can waste valuable storage space.

## 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://raisingcanesrps.examzify.com>**

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

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