

Sonic Carhop Masters Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. What should employees do with ingredients that are past their expiration date?**
 - A. Use them cautiously**
 - B. Discard them**
 - C. Store them for future use**
 - D. Give them away**
- 2. Which of the following is NOT a promotional menu item mentioned?**
 - A. Fried Oreos**
 - B. \$2.99 Quarter Pound Double Cheeseburger**
 - C. Onion Rings**
 - D. Slinger and tots deal**
- 3. Do carhops need to check back with guests frequently?**
 - A. Yes, always**
 - B. No, only for certain customers**
 - C. Not necessary unless there is a complaint**
 - D. Only after a meal has been served**
- 4. Which of the following reflects exceptional customer service by a Carhop?**
 - A. Being quiet and non-intrusive**
 - B. Engaging with customers and addressing needs**
 - C. Only focusing on completing the orders quickly**
 - D. Ignoring complaints**
- 5. Who is empowered to resolve a guest's problem to ensure their satisfaction?**
 - A. The manager**
 - B. The carhop**
 - C. You**
 - D. The cook**

- 6. Describe the ideal customer experience that Sonic aims to provide.**
- A. Slow service with mediocre food**
 - B. Fast, friendly service with high-quality food**
 - C. Casual service with no specific ambiance**
 - D. Complicated meals in a quiet environment**
- 7. What is the acceptable strength range for a Quat sanitizer?**
- A. 50-100 ppm**
 - B. 150-300 ppm**
 - C. 200-400 ppm**
 - D. 300-500 ppm**
- 8. When should table tent numbers be collected from customers?**
- A. At the time of placing the order**
 - B. During food delivery**
 - C. On the check back**
 - D. When customers leave their tables**
- 9. Chicken Strips can be paired with which of the following sauces?**
- A. BBQ, Honey Mustard, Ranch, and Signature Sauce**
 - B. Mustard, Ketchup, BBQ, and Salsa**
 - C. Ranch, Hot Sauce, BBQ, and Teriyaki**
 - D. Select any sauces from the menu**
- 10. If the food is placed on the carhop tray at the same time the switchboard goes off, what should be your first priority?**
- A. Serving the next customer in line**
 - B. Taking care of the switchboard call**
 - C. Delivering food to the guest**
 - D. Filling drink orders**

Answers

SAMPLE

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

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Explanations

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1. What should employees do with ingredients that are past their expiration date?

- A. Use them cautiously**
- B. Discard them**
- C. Store them for future use**
- D. Give them away**

Employees should discard ingredients that are past their expiration date to ensure food safety and maintain the quality of the food served. Using expired ingredients can pose significant health risks, such as foodborne illnesses, which can arise from consuming spoiled or unsafe food products. By discarding these ingredients, employees help protect both their customers and the reputation of the establishment. Maintaining strict adherence to expiration dates is crucial in the food service industry because it reflects a commitment to safety and quality. Ingredients that are no longer safe for consumption should not be utilized, as this could result in negative consequences for customers, including potential health hazards. In contrast, options like using expired ingredients cautiously, storing them for future use, or giving them away do not prioritize safety and could lead to dangerous situations.

2. Which of the following is NOT a promotional menu item mentioned?

- A. Fried Oreos**
- B. \$2.99 Quarter Pound Double Cheeseburger**
- C. Onion Rings**
- D. Slinger and tots deal**

Onion Rings is the correct answer because it is not specified as a promotional menu item in the context of this question. Promotional items typically refer to special products that the establishment is highlighting for a limited time or at a special price to attract customers. Fried Oreos, the \$2.99 Quarter Pound Double Cheeseburger, and the Slinger and tots deal are examples of specific menu items that could be featured in promotions, often designed to create buzz or draw attention to the menu during certain campaigns. In contrast, Onion Rings are generally a standard menu offering rather than a special promotion, which sets them apart from the other options listed.

3. Do carhops need to check back with guests frequently?

- A. Yes, always**
- B. No, only for certain customers**
- C. Not necessary unless there is a complaint**
- D. Only after a meal has been served**

Carhops should check back with guests frequently to ensure a positive dining experience. Regular check-ins allow carhops to gauge customer satisfaction and address any needs or desires that may arise during the meal. This practice enhances customer service by making guests feel valued and attended to, which can lead to increased loyalty and positive reviews. Additionally, frequent interactions give carhops the opportunity to resolve any issues proactively, improving overall service quality and customer experience. This approach aligns with the goals of many establishments, including Sonic, that prioritize exceptional service as a key aspect of their brand identity.

4. Which of the following reflects exceptional customer service by a Carhop?

- A. Being quiet and non-intrusive**
- B. Engaging with customers and addressing needs**
- C. Only focusing on completing the orders quickly**
- D. Ignoring complaints**

Engaging with customers and addressing their needs is the hallmark of exceptional customer service in any setting, including that of a Carhop. This approach not only helps to create a welcoming and friendly atmosphere but also builds rapport with customers, making them feel valued and appreciated. When Carhops actively interact with patrons, they can better understand their desires, preferences, and any issues that may arise during their dining experience. This proactive engagement fosters customer loyalty and enhances overall satisfaction, which is key to providing a memorable dining experience. In contrast, remaining quiet and non-intrusive can be perceived as indifference, focusing solely on speed may compromise the quality of service, and ignoring complaints can lead to customer dissatisfaction and loss of business. Engaging with customers ensures that their experience is positive and meets their expectations.

5. Who is empowered to resolve a guest's problem to ensure their satisfaction?

- A. The manager**
- B. The carhop**
- C. You**
- D. The cook**

The empowerment of team members to resolve guest issues is crucial to enhancing customer satisfaction. Being empowered means that the individual has not only the authority but also the confidence and training to make decisions that can positively impact the guest experience. In this context, the person who is typically most engaged with guests during their visit is the carhop. They are often the first point of contact for guest concerns and play a significant role in addressing any issues that arise. When carhops are trained and encouraged to handle problems directly, they can quickly resolve issues, whether it involves providing replacements for incorrect orders, addressing service delays, or managing special requests. This prompt resolving action can transform a potentially negative experience into a positive one, which is essential for retaining customer loyalty. While managers and cooks play important roles within the team, they are often not in direct contact with the guests on a regular basis. The manager's role primarily involves overseeing operations and decision-making at a higher level, while cooks focus on food preparation. Their responsibilities may limit their ability to address guest concerns immediately, which is why empowerment and problem-solving are often placed in the hands of those who interact directly with guests, such as the carhop. Therefore, the focus on empowering team members, particularly in a service

6. Describe the ideal customer experience that Sonic aims to provide.

A. Slow service with mediocre food

B. Fast, friendly service with high-quality food

C. Casual service with no specific ambiance

D. Complicated meals in a quiet environment

Sonic aims to provide a customer experience characterized by fast, friendly service combined with high-quality food. This approach is integral to Sonic's brand identity, as it aligns closely with their focus on speed and customer satisfaction. The emphasis on fast service is crucial in a fast-food setting, where customers often seek quick meal solutions that fit into their busy lifestyles. Friendly service enhances the overall experience, making customers feel welcomed and valued. Employees are trained to engage positively with patrons, ensuring that interactions are pleasant and memorable. High-quality food is also a critical aspect, as Sonic strives to offer a diverse menu appealing to various tastes, including satisfying burgers, refreshing drinks, and tasty sides. By prioritizing these elements, Sonic creates a conducive atmosphere for repeat business and customer loyalty, which is essential in the competitive food service industry. In contrast, the other options reflect experiences that do not align with Sonic's mission. Slow service, mediocre food, or a lack of ambiance can lead to customer dissatisfaction, while complicated meals in a quiet environment may not fit the fast-paced, enjoyable dining experience that Sonic aims to create for its guests.

7. What is the acceptable strength range for a Quat sanitizer?

A. 50-100 ppm

B. 150-300 ppm

C. 200-400 ppm

D. 300-500 ppm

The acceptable strength range for a Quaternary Ammonium Compounds (Quat) sanitizer is indeed 150-300 parts per million (ppm). This range is important because it ensures the sanitizer is effective for disinfecting surfaces without being overly concentrated, which could lead to potential harm to users or damage to surfaces. Using a Quat sanitizer within this range effectively kills a wide variety of pathogens while maintaining safety for food contact surfaces. Many regulatory agencies recommend this concentration to balance efficacy and safety, allowing for effective sanitation practices in food service environments.

8. When should table tent numbers be collected from customers?

- A. At the time of placing the order**
- B. During food delivery**
- C. On the check back**
- D. When customers leave their tables**

Collecting table tent numbers during the check back is important for ensuring accurate service and order management. The check back typically occurs after the food has been delivered, allowing the carhop or server to verify that the customers have everything they need and that the order was correct. By collecting the table tent numbers at this time, staff can efficiently track and ensure that there are no mix-ups or confusion with ongoing orders or additional requests made by the customers. Collecting table tent numbers at the time of placing the order can lead to discrepancies if customers change tables, or if there are modifications made to the order later on. Similarly, gathering this information during food delivery may not provide the opportunity for confirmation of customer satisfaction or additional needs, which is crucial for quality service. Finally, collecting table tent numbers when customers leave their tables may result in missed opportunities to serve them further or to handle their payment efficiently, as the focus is likely shifting away from the transaction at that point. Therefore, the check back provides a strategic moment to ensure everything is in order, making it the most effective time to collect table tent numbers.

9. Chicken Strips can be paired with which of the following sauces?

- A. BBQ, Honey Mustard, Ranch, and Signature Sauce**
- B. Mustard, Ketchup, BBQ, and Salsa**
- C. Ranch, Hot Sauce, BBQ, and Teriyaki**
- D. Select any sauces from the menu**

The correct answer highlights the specific sauces that are traditionally recommended to complement Chicken Strips at Sonic. Each sauce listed—BBQ, Honey Mustard, Ranch, and Signature Sauce—adds a distinctive flavor profile that enhances the enjoyment of the Chicken Strips. BBQ sauce gives a sweet and smoky flavor that pairs well with the savory notes of the chicken. Honey Mustard combines sweetness and tang, which complements the crispy exterior and juicy interior of the strips. Ranch dressing provides a creamy, herby contrast that balances the taste. Lastly, Sonic's Signature Sauce is designed to enhance the overall experience with its unique blend of flavors. While other options mention sauces that may work in certain contexts, they do not align with Sonic's recommended combinations for Chicken Strips as closely as the sauces in the correct answer. This specificity ensures that customers are provided the best tasting experience possible when enjoying their meal.

10. If the food is placed on the carhop tray at the same time the switchboard goes off, what should be your first priority?

- A. Serving the next customer in line**
- B. Taking care of the switchboard call**
- C. Delivering food to the guest**
- D. Filling drink orders**

When the food is placed on the carhop tray at the same time the switchboard goes off, the priority should be delivering food to the guest. This action is crucial because the customer is already waiting for their order, and timely service enhances customer satisfaction. Ensuring that the food reaches the guest promptly demonstrates professionalism and attentiveness to their needs. While managing the switchboard call and attending to other duties is important for overall service efficiency, it is essential to prioritize direct customer engagement. Fulfilling the immediate need of delivering the food respects the customer's experience and encourages a positive interaction with the service. In a fast-paced environment like Sonic, maintaining this commitment to customer service is vital.