

# Texas Roadhouse Hostess Training Practice Test (Sample)

## Study Guide



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**SAMPLE**

## **Questions**

- 1. What should you do while walking guests to their table?**
  - A. Ignore them and focus on your tasks**
  - B. Make conversation and smile!**
  - C. Talk on the phone**
  - D. Speed walk to their table**
- 2. What information should you collect when taking a to-go order?**
  - A. Only the guest's phone number**
  - B. Guest name, phone number, and order details**
  - C. Just the order details**
  - D. No information is necessary**
- 3. What should you do with heavier items in a to-go order?**
  - A. Place lighter boxes on top**
  - B. Place heavier boxes at the bottom**
  - C. Mix all items equally**
  - D. Just stack them randomly**
- 4. What is one of the main responsibilities of the updater at Texas Roadhouse?**
  - A. Provides feedback to managers**
  - B. Maintains customer loyalty**
  - C. Provides the seating coordinator with up-to-date table information**
  - D. Coordinates with kitchen staff**
- 5. What is one key food safety guideline for employees?**
  - A. Work when feeling unwell**
  - B. Sing happy birthday only once**
  - C. Keep uniform and body clean**
  - D. Use gloves all day without changing**

- 6. When should a manager be notified?**
- A. When the restaurant is too busy**
  - B. When there are angry or violent guests**
  - C. When guests request special dishes**
  - D. When there are routine complaints**
- 7. What does it mean to jaccard a steak?**
- A. Tenderize the meat with numerous mini sharp knives**
  - B. Marinate the steak for flavor enhancement**
  - C. Grill the steak to a specific temperature**
  - D. Slice the steak into thin pieces**
- 8. In what way does the manager in the window ensure quality service?**
- A. By managing the waiting list for guests**
  - B. By validating food delivery and promoting communication between FOH and BOH**
  - C. By cleaning tables effectively**
  - D. By taking drink orders only**
- 9. Who is the service manager at Texas Roadhouse?**
- A. Lo Schneiderman**
  - B. Pat Kinney**
  - C. Bill Flynn**
  - D. Andy Greene**
- 10. When engaging a first-time guest, what is one of the key actions to take?**
- A. Offer them free drinks**
  - B. Track them on a clipboard**
  - C. Ask them to come back later**
  - D. Hand them a menu**

## **Answers**

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

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## **Explanations**

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## **1. What should you do while walking guests to their table?**

**A. Ignore them and focus on your tasks**

**B. Make conversation and smile!**

**C. Talk on the phone**

**D. Speed walk to their table**

Making conversation and smiling while walking guests to their table is essential for creating a welcoming and friendly atmosphere at Texas Roadhouse. This interaction helps to set a positive tone for the guests' dining experience, making them feel valued and appreciated right from the moment they arrive. Engaging with guests can also enhance their enjoyment and comfort as they transition into the dining area. Friendly banter or simple conversation not only makes the guests feel acknowledged but also reflects the restaurant's commitment to excellent customer service. A warm smile contributes to this experience by conveying friendliness and enthusiasm, encouraging guests to feel relaxed and excited about their meal. In contrast, ignoring the guests or focusing exclusively on tasks would detract from the welcoming environment Texas Roadhouse aims to provide. Talking on the phone during this interaction is unprofessional and would create a disconnect between the hostess and the guests, undermining the personal touch that is crucial in the hospitality industry. Speed walking, on the other hand, might give the impression of being rushed or inattentive, which can make guests feel unimportant. Therefore, engaging positively with guests is key to a successful hosting experience.

## **2. What information should you collect when taking a to-go order?**

**A. Only the guest's phone number**

**B. Guest name, phone number, and order details**

**C. Just the order details**

**D. No information is necessary**

Collecting the guest name, phone number, and order details is essential when taking a to-go order. This information serves several critical purposes. First, the guest's name helps in personalizing the service and makes it easy for the staff to call out the order when it's ready for pickup. It creates a friendly atmosphere and enhances the guest experience. Second, the phone number is crucial for communication. If there are any issues with the order or if the meal is delayed, staff can reach out to the guest directly to keep them informed, which increases satisfaction and trust. Lastly, capturing the order details accurately ensures that the customer gets exactly what they requested, minimizing the chances of errors and enhancing overall service efficiency. When all this information is combined, it contributes to a smoother operation and helps in building a positive relationship with the guests.

### 3. What should you do with heavier items in a to-go order?

- A. Place lighter boxes on top
- B. Place heavier boxes at the bottom**
- C. Mix all items equally
- D. Just stack them randomly

Placing heavier boxes at the bottom of a to-go order is essential for ensuring stability and preventing damage to the items. When heavier items are at the bottom, they provide a solid base, and this helps to protect lighter items placed on top from being crushed or spilled. This organization not only safeguards the integrity of the food but also ensures a better experience for the customer when they open their order. By prioritizing weight distribution, you facilitate a more manageable carrying process for customers, reducing the risk of items shifting during transport. Properly stacking items in this manner demonstrates attentiveness to detail and enhances overall customer satisfaction, which is crucial in the restaurant service environment.

### 4. What is one of the main responsibilities of the updater at Texas Roadhouse?

- A. Provides feedback to managers
- B. Maintains customer loyalty
- C. Provides the seating coordinator with up-to-date table information**
- D. Coordinates with kitchen staff

One of the primary responsibilities of the updater at Texas Roadhouse is to provide the seating coordinator with real-time updates on table availability and status. This role is crucial in ensuring that the flow of guests is managed efficiently, which helps to minimize wait times and enhance the overall dining experience. By keeping the seating coordinator informed about which tables are ready, being cleaned, or occupied, the updater plays a vital part in maintaining an organized seating chart. This communication is essential for a smooth operation during peak hours, ultimately leading to better customer satisfaction and efficient use of restaurant resources.

### 5. What is one key food safety guideline for employees?

- A. Work when feeling unwell
- B. Sing happy birthday only once
- C. Keep uniform and body clean**
- D. Use gloves all day without changing

Maintaining a clean uniform and body is crucial for ensuring food safety in a restaurant environment. This guideline helps prevent the contamination of food products and ensures that all employees present a professional image, which can contribute to customer safety and satisfaction. Cleanliness is essential in preventing the spread of germs and bacteria, particularly in a setting where food is handled. Adhering to this principle reflects not only personal hygiene but also the restaurant's commitment to high standards of food safety. In contrast, working when feeling unwell can lead to spreading illness, while singing "Happy Birthday" only once does not directly relate to food safety. The option about using gloves all day without changing neglects the importance of changing gloves frequently to reduce cross-contamination. Proper hygiene practices, including cleanliness of both uniform and body, are key to maintaining the safety and quality of the food served.

## 6. When should a manager be notified?

- A. When the restaurant is too busy
- B. When there are angry or violent guests**
- C. When guests request special dishes
- D. When there are routine complaints

A manager should be notified when there are angry or violent guests because it is crucial for the safety and well-being of both staff and customers. This situation requires immediate action to de-escalate potential conflicts and ensure that all individuals in the restaurant feel secure. Managers are trained to handle such scenarios effectively, often having protocols in place for addressing disturbances, managing guest complaints, and maintaining a positive environment in the restaurant. In contrast, while a busy restaurant may require additional staffing or adjustments to flow, it does not necessarily require managerial intervention unless it escalates to an issue impacting service quality. Requests for special dishes can usually be handled by the kitchen staff and do not necessitate management involvement unless they involve significant concerns. Routine complaints are typically within the purview of the front-of-house staff, who can often resolve them without needing to escalate the issue to a manager. Therefore, the urgency and potential risk associated with angry or violent guests make it critical to involve a manager in those situations.

## 7. What does it mean to jaccard a steak?

- A. Tenderize the meat with numerous mini sharp knives**
- B. Marinate the steak for flavor enhancement
- C. Grill the steak to a specific temperature
- D. Slice the steak into thin pieces

To jaccard a steak refers to the process of tenderizing the meat using a tool called a Jaccard tenderizer, which has numerous small, sharp blades. This technique works by creating small cuts in the meat fibers, allowing for better absorption of marinades and seasonings, as well as helping to break down tough muscle fibers, resulting in a more tender texture. While marinating enhances flavor, grilling refers to cooking techniques, and slicing into thin pieces pertains to preparation after cooking, none of these options directly connect to the specific action of using the Jaccard tenderizer. Thus, the correct answer highlights an important preparation method that enhances both the taste and texture of the steak before it is cooked.

**8. In what way does the manager in the window ensure quality service?**

**A. By managing the waiting list for guests**

**B. By validating food delivery and promoting communication between FOH and BOH**

**C. By cleaning tables effectively**

**D. By taking drink orders only**

The manager in the window ensures quality service primarily through validating food delivery and promoting communication between the Front of House (FOH) and Back of House (BOH) operations. This is essential because effective communication ensures that orders are properly prepared and served to guests in a timely manner. When a manager oversees food delivery, they can catch potential errors before the food reaches the guest, ensuring that what is served meets the restaurant's standards for quality and presentation. Additionally, by fostering good communication between FOH and BOH staff, the manager can address any concerns or delays quickly, which enhances the overall dining experience for guests. This proactive approach helps to maintain a smooth operation, minimizing wait times and ensuring customer satisfaction. The role of the manager in facilitating this connection is critical in delivering a consistently high level of service, making it a key aspect of their responsibilities.

**9. Who is the service manager at Texas Roadhouse?**

**A. Lo Schneiderman**

**B. Pat Kinney**

**C. Bill Flynn**

**D. Andy Greene**

The service manager at Texas Roadhouse is Lo Schneiderman. This position is pivotal in overseeing the overall dining experience and ensuring that the staff operates effectively to meet customer needs. The service manager typically focuses on managing front-of-house operations, training staff on service standards, and maintaining high levels of guest satisfaction. By having a dedicated individual in this role, Texas Roadhouse ensures that their consistent, friendly service remains a hallmark of their brand, contributing significantly to repeat business and customer loyalty. Lo Schneiderman's leadership is crucial as it embodies the restaurant's commitment to providing a welcoming and enjoyable experience for every guest. This individual is often responsible for implementing training programs, handling customer feedback, and collaborating with the kitchen staff to coordinate excellent service.

**10. When engaging a first-time guest, what is one of the key actions to take?**

**A. Offer them free drinks**

**B. Track them on a clipboard**

**C. Ask them to come back later**

**D. Hand them a menu**

The key action when engaging a first-time guest is to hand them a menu. This approach invites guests to explore your offerings and helps create a welcoming atmosphere. Providing a menu allows the guest to see what food and drink options are available, making it easier for them to make a decision about their order. Furthermore, handing them a menu can be seen as a signal that they are welcome to sit down and enjoy their meal at your establishment. While other options such as offering free drinks might seem appealing, they are not standard procedure and may complicate the engagement process. Similarly, tracking the guests on a clipboard or asking them to come back later does not contribute positively to their initial experience. Instead, handing them a menu focuses on customer engagement and enhances their introduction to your restaurant.