

Texas Roadhouse Server Training Practice Test (Sample)

Study Guide



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SAMPLE

Questions

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- 1. Which item is a component of the Chicken Caesar salad?**
 - A. Croutons**
 - B. Bacon bits**
 - C. Cherry tomatoes**
 - D. Sunflower seeds**

- 2. How can a server create a positive atmosphere for guests?**
 - A. Maintain a friendly demeanor, engage in polite conversation, and be attentive to their needs**
 - B. Focus solely on serving food and drinks without interaction**
 - C. Encourage guests to leave after their meal**
 - D. Only engage when necessary for taking orders**

- 3. Which of the following side items is typically offered at Texas Roadhouse?**
 - A. Fruit salad**
 - B. Baked potatoes**
 - C. Pasta salad**
 - D. Rice pilaf**

- 4. What sauce accompanies the Country Fried Chicken?**
 - A. Marinara sauce**
 - B. Barbecue sauce**
 - C. Cream gravy**
 - D. Buffalo sauce**

- 5. Which type of bread is served with every meal at Texas Roadhouse?**
 - A. Sourdough bread with garlic butter**
 - B. Freshly baked bread with cinnamon butter**
 - C. Focaccia bread with olive oil**
 - D. White bread with grape jelly**

- 6. Why is attention to detail important for a server?**
- A. It makes their job easier**
 - B. It enhances overall customer satisfaction**
 - C. It allows them to serve more tables simultaneously**
 - D. It helps them avoid complaints**
- 7. Which of the following should servers do to ensure guest satisfaction?**
- A. Ignore feedback**
 - B. Anticipate guest needs**
 - C. Complete orders as quickly as possible**
 - D. Focus solely on upselling**
- 8. Which bourbon is available at Texas Roadhouse?**
- A. Dewars**
 - B. Johnnie Walker Red**
 - C. Wild Turkey**
 - D. Knob Creek**
- 9. What type of wine is not included in the white wines offered?**
- A. Rosé**
 - B. Chardonnay**
 - C. Cabernet**
 - D. White Zinfandel**
- 10. Which steak is not prepared in-house at Texas Roadhouse?**
- A. Ribeye**
 - B. Filet Mignon**
 - C. Bone-in Ribeye**
 - D. New York Strip**

Answers

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

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Explanations

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1. Which item is a component of the Chicken Caesar salad?

- A. Croutons**
- B. Bacon bits**
- C. Cherry tomatoes**
- D. Sunflower seeds**

The inclusion of croutons in the Chicken Caesar salad is a classic element of this dish. Croutons add a crunchy texture that contrasts nicely with the softer ingredients, such as the romaine lettuce and grilled chicken. They are typically made from toasted or fried bread and are seasoned to complement the flavors of the salad. This characteristic makes croutons a popular choice for Caesar salads, enhancing the overall taste experience with their savory and satisfying crunch. The other items listed, while they may be used in various salads, do not traditionally belong to a Chicken Caesar salad. Bacon bits might be used in some variations or different types of salads, but they are not a staple of the Caesar recipe, which focuses on the creamy dressing and key components like parmesan cheese and croutons. Cherry tomatoes are often included in many salads for their freshness and sweetness, but they are not typically found in a classic Caesar salad. Sunflower seeds, while nutritious, are not a standard ingredient in this specific salad, making croutons the clear and traditional choice.

2. How can a server create a positive atmosphere for guests?

- A. Maintain a friendly demeanor, engage in polite conversation, and be attentive to their needs**
- B. Focus solely on serving food and drinks without interaction**
- C. Encourage guests to leave after their meal**
- D. Only engage when necessary for taking orders**

Choosing to maintain a friendly demeanor, engage in polite conversation, and be attentive to guests' needs is essential in creating a positive atmosphere. When servers approach their duties with warmth and friendliness, it helps guests feel welcomed and valued, enhancing their overall dining experience. Polite conversation can lead to building rapport, allowing guests to feel more comfortable and connected, making their time at the restaurant more enjoyable. Attentiveness is equally crucial. By being responsive to guests' needs—whether it's refilling drinks, checking on their satisfaction with their meals, or addressing any concerns quickly—servers can ensure that guests feel cared for throughout their visit. This holistic approach to service not only improves customer satisfaction but can also lead to higher tips and repeat business, benefiting both the server and the restaurant as a whole.

3. Which of the following side items is typically offered at Texas Roadhouse?

A. Fruit salad

B. Baked potatoes

C. Pasta salad

D. Rice pilaf

Baked potatoes are a signature side item at Texas Roadhouse, reflecting the restaurant's focus on classic American fare and comfort food. The preparation of baked potatoes is straightforward, allowing guests to customize their meals with toppings such as butter, sour cream, chives, cheese, and bacon bits, enhancing the overall dining experience. This option aligns with Texas Roadhouse's menu which emphasizes hearty, substantial side items that pair well with the steak and barbecue dishes for which the restaurant is known. The other side items listed, such as fruit salad, pasta salad, and rice pilaf, do not typically feature prominently on their menu and do not capture the essence of the hearty, American-style dining that Texas Roadhouse offers.

4. What sauce accompanies the Country Fried Chicken?

A. Marinara sauce

B. Barbecue sauce

C. Cream gravy

D. Buffalo sauce

The sauce that accompanies the Country Fried Chicken at Texas Roadhouse is cream gravy. This choice is correct because cream gravy is a classic pairing with fried chicken dishes, commonly found in Southern cuisine. The rich, hearty flavor of the cream gravy complements the crispy texture of the fried chicken, enhancing the overall taste of the dish. In contrast, marinara sauce does not typically pair with fried chicken, as it is more suited for pasta dishes or Italian cuisine. Barbecue sauce, while popular with certain meat dishes, is not the traditional accompaniment for Country Fried Chicken at Texas Roadhouse. Buffalo sauce, known for its spicy kick, is also not appropriate for this dish, which is meant to be enjoyed with the smooth and savory cream gravy.

5. Which type of bread is served with every meal at Texas Roadhouse?

A. Sourdough bread with garlic butter

B. Freshly baked bread with cinnamon butter

C. Focaccia bread with olive oil

D. White bread with grape jelly

The type of bread served with every meal at Texas Roadhouse is freshly baked bread with cinnamon butter. This signature item is a beloved aspect of the dining experience at the restaurant. The bread is made from scratch and is served hot, which enhances its texture and flavor. The addition of cinnamon butter complements the warm bread perfectly, adding a sweet and rich flavor that many guests look forward to. This combination not only showcases the restaurant's commitment to freshness but also contributes to the overall welcoming and homestyle environment that Texas Roadhouse aims to create for its diners. This approach to serving bread reinforces the idea of hospitality and makes every guest feel special right from the start of their meal.

6. Why is attention to detail important for a server?

- A. It makes their job easier
- B. It enhances overall customer satisfaction**
- C. It allows them to serve more tables simultaneously
- D. It helps them avoid complaints

Attention to detail is crucial for a server as it directly impacts the overall customer satisfaction. When servers notice and address specific details—such as customer preferences, dietary restrictions, and accurately processing orders—they create a more personalized and enjoyable dining experience for guests. This consideration makes customers feel valued and understood, enhancing their time at the restaurant. Satisfied customers are more likely to return and recommend the restaurant to others, directly benefiting the business. While making the job easier, serving more tables, and avoiding complaints are important aspects of being a server, the core reason for emphasizing attention to detail is its significant role in fostering positive customer experiences. When customers feel that their needs are met with precision and care, it greatly contributes to their overall satisfaction with the service and meal. Thus, option B captures the essence of why attention to detail is vital in the role of a server.

7. Which of the following should servers do to ensure guest satisfaction?

- A. Ignore feedback
- B. Anticipate guest needs**
- C. Complete orders as quickly as possible
- D. Focus solely on upselling

Anticipating guest needs is a crucial aspect of providing excellent service and ensuring guest satisfaction at Texas Roadhouse. By being proactive and attentive to what guests may want or require—whether it's refilling drinks, suggesting side items that complement their meal, or noticing when they might need additional condiments—servers can create a more enjoyable dining experience. This level of attentiveness not only makes guests feel valued and appreciated but also enhances their overall experience, making them more likely to return. In contrast, ignoring feedback would lead to missed opportunities to improve service and address any concerns, while solely focusing on completing orders quickly may compromise the quality of service and create a rushed environment for guests. Additionally, concentrating exclusively on upselling can come off as pushy, potentially detracting from the personalized experience that guests expect. Thus, anticipating guest needs aligns best with creating a memorable and satisfying dining experience.

8. Which bourbon is available at Texas Roadhouse?

- A. Dewars
- B. Johnnie Walker Red**
- C. Wild Turkey
- D. Knob Creek

Wild Turkey is the correct choice because it is a well-known bourbon brand that Texas Roadhouse includes in their drink offerings. It is recognized for its rich flavor profile and is popular among bourbon enthusiasts, making it a suitable option for guests looking for a quality bourbon experience. Dewars and Johnnie Walker Red are both brands of Scotch whisky, which is distinct from bourbon, as bourbon must be made from at least 51% corn and produced in the United States. Knob Creek, while a notable bourbon, may not be represented in the Texas Roadhouse drink menu. Understanding the distinctions between these spirits is crucial for servers to provide accurate recommendations to customers.

9. What type of wine is not included in the white wines offered?

- A. Rosé
- B. Chardonnay
- C. Cabernet**
- D. White Zinfandel

The correct choice is Cabernet because it is classified as a red wine, while the other options are all types of white or rosé wines. Chardonnay is a popular white wine, White Zinfandel is generally considered a rosé, and rosé itself is a type of wine that is made from red grapes but has less skin contact, giving it a lighter, pink color. Recognizing the distinctions between red and white wines is essential for servers at Texas Roadhouse, as this knowledge helps them to make appropriate recommendations to customers based on their preferences.

10. Which steak is not prepared in-house at Texas Roadhouse?

- A. Ribeye
- B. Filet Mignon
- C. Bone-in Ribeye**
- D. New York Strip

The bone-in ribeye is not prepared in-house at Texas Roadhouse because it is typically a specialty cut that is sourced pre-prepared from suppliers. Texas Roadhouse prides itself on its fresh, hand-cut steaks and emphasizes that many of their steak options, such as the ribeye, filet mignon, and New York strip, are cut and prepared on-site to ensure the highest quality and freshness. This commitment to in-house preparation allows them to maintain strict quality control and customize the steaks according to their specific cooking standards. The bone-in ribeye's sourcing from external suppliers is aligned with providing guests with a broader selection without compromising quality.