

TIM HORTONS BUILD PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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. Which item is the Artisan Style Grilled Cheese Panini?**
 - A. Artisan Style Grilled Cheese Panini
 - B. Grilled Wraps
 - C. Crispy Chicken Wrap
 - D. Ham and Cheddar

- 2. Which option describes dunking the Earl Grey tea bag in and out 10 times?**
 - A. Specialty Tea Bag Out
 - B. Specialty Tea (Small and Medium)
 - C. Steeped Tea 1x Sugar 1x Milk
 - D. Hot Chocolate

- 3. What is the difference between a latte and a cappuccino in terms of milk texture?**
 - A. Cappuccino uses smooth, lightly frothed milk; latte uses more microfoam with a drier texture and less milk.
 - B. Latte uses no foam; cappuccino uses a lot of foam.
 - C. Both drinks have the same milk texture.
 - D. Latte uses smooth, lightly frothed milk; cappuccino uses more microfoam with a drier texture and less milk.

- 4. Which statement best describes the purpose of the team briefing at the start of a shift?**
 - A. Review yesterday's profits in detail.
 - B. To plan personal tasks for the day.
 - C. To set disciplinary actions for staff.
 - D. To share shift goals, assign roles, highlight promotions, safety reminders, discuss potential issues, and align on service standards.

- 5. How is the shredded cheese measured in the recipe?**
 - A. Two soup spoons
 - B. Three tablespoons
 - C. Two cups
 - D. One tablespoon

- 6. Which size category uses two Earl Grey tea bags?**
- A. Small and Medium
 - B. Large and Extra Large
 - C. Specialty Tea Bag Out
 - D. Steeped Tea
- 7. What does the term 'artisan style' indicate in the context of this recipe?**
- A. It indicates the type of bread
 - B. It indicates the type of cheese
 - C. It indicates the cooking method
 - D. It indicates the sauce
- 8. Which drink's recipe includes med double shot?**
- A. Creamy chill
 - B. Flavored ice latte
 - C. Slushy
 - D. Ice latte
- 9. The specified meat in the signature melts is best described as what type of meat?**
- A. Beef
 - B. Deli turkey/ham
 - C. Pork
 - D. Fish
- 10. When managing two customers with simultaneous requests at the counter, which approach is recommended?**
- A. Focus on the faster one and ignore the other.
 - B. Acknowledge both customers, triage by order number, maintain eye contact, confirm details, and fulfill in sequence.
 - C. Handle one completely before addressing the other.
 - D. Move to a separate counter

Answers

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

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Explanations

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1. Which item is the Artisan Style Grilled Cheese Panini?

A. Artisan Style Grilled Cheese Panini

B. Grilled Wraps

C. Crispy Chicken Wrap

D. Ham and Cheddar

The main idea is to identify the item whose name exactly matches the description provided. The dish described is the Artisan Style Grilled Cheese Panini, so the correct choice is the one that bears that exact name. The other options describe different formats or fillings—wraps or a different sandwich—so they don't match the descriptor as precisely. Therefore, the item that is the Artisan Style Grilled Cheese Panini is the one whose name is exactly that.

2. Which option describes dunking the Earl Grey tea bag in and out 10 times?

A. Specialty Tea Bag Out

B. Specialty Tea (Small and Medium)

C. Steeped Tea 1x Sugar 1x Milk

D. Hot Chocolate

Dunking a tea bag in and out repeatedly is describing a bag-out technique. The option labeled as Specialty Tea Bag Out matches this method, as it specifies handling the tea bag by dipping it briefly and removing it between dunks. This distinguishes it from leaving the bag in for a longer steep or choosing a different beverage entirely.

3. What is the difference between a latte and a cappuccino in terms of milk texture?

A. Cappuccino uses smooth, lightly frothed milk; latte uses more microfoam with a drier texture and less milk.

B. Latte uses no foam; cappuccino uses a lot of foam.

C. Both drinks have the same milk texture.

D. Latte uses smooth, lightly frothed milk; cappuccino uses more microfoam with a drier texture and less milk.

The question is testing how milk texture differs between a latte and a cappuccino. The key idea is how much foam and what kind of texture the milk has. A latte uses smooth, lightly frothed milk, with a small amount of foam. The milk is steamed to a silky, creamy consistency, so the drink feels rich and velvety because there's mostly liquid milk and only a thin cap of foam. A cappuccino, on the other hand, features more microfoam with a drier, foamier texture and less liquid milk. The milk is aerated more, so the foam holds its form and creates a lighter, bouncier top layer. So the best description is that latte has smooth, lightly frothed milk, while cappuccino has more microfoam with a drier texture and less milk.

4. Which statement best describes the purpose of the team briefing at the start of a shift?

- A. Review yesterday's profits in detail.
- B. To plan personal tasks for the day.
- C. To set disciplinary actions for staff.
- D. To share shift goals, assign roles, highlight promotions, safety reminders, discuss potential issues, and align on service standards.**

At the start of a shift, the purpose of a team briefing is to get everyone on the same page about what needs to happen during the shift. It should outline the goals for the service period, assign clear roles so tasks don't clash, and communicate any promotions or offers customers may see. It also reinforces safety reminders and service standards, and it allows the team to talk through potential issues so responses are smooth and coordinated. This combination of goals, role clarity, promotions, safety, and issue awareness best supports a consistent, efficient operation and customer experience. Reviewing yesterday's profits is not part of the usual start-of-shift briefing; it's more about performance review and broader business metrics. Planning personal tasks and setting disciplinary actions for staff aren't the focus of a standard shift briefing either; the briefing centers on the team's actions, expectations, and safety and service standards for the upcoming shift.

5. How is the shredded cheese measured in the recipe?

- A. Two soup spoons**
- B. Three tablespoons
- C. Two cups
- D. One tablespoon

Shredded cheese is being used as a light topping, so the recipe uses a small, easy-to-measure amount. Two soup spoons translates to about two tablespoons, which provides enough cheese for flavor and melt without overwhelming the dish. The other options don't fit the intended amount: three tablespoons is more cheese than planned for a topping, one tablespoon may be too little to taste, and two cups is far more than a topping would require and would alter the dish too much.

6. Which size category uses two Earl Grey tea bags?

- A. Small and Medium
- B. Large and Extra Large**
- C. Specialty Tea Bag Out
- D. Steeped Tea

In this type of beverage setup, the strength of the tea is kept consistent by adjusting the number of tea bags to match the cup size. Two Earl Grey tea bags are used for the larger sizes to ensure the same flavor intensity as in smaller cups—the extra water needs more tea to reach the same strength. So the Large and Extra Large categories use two tea bags. Smaller sizes typically use one bag, and options like Specialty Tea Bag Out or Steeped Tea refer to different handling or product forms rather than a size-based bag count.

7. What does the term 'artisan style' indicate in the context of this recipe?

- A. It indicates the type of bread**
- B. It indicates the type of cheese
- C. It indicates the cooking method
- D. It indicates the sauce

Artisan style points to the bread component of the recipe. It signals that the bread used is a handcrafted, rustic type—often crusty on the outside with a softer interior—rather than a specific cheese, sauce, or cooking method. So the term is describing the kind of bread, not the other elements. The other options—cheese, sauce, or how it's cooked—don't fit because they're separate components and would be described differently.

8. Which drink's recipe includes med double shot?

- A. Creamy chill
- B. Flavored ice latte**
- C. Slushy
- D. Ice latte

Espresso strength in a drink is determined by how many shots are used, with a medium double shot meaning two espresso shots for a medium-sized beverage. The flavored ice latte is the only option built around that espresso—balance the moment you order an iced, flavored coffee drink. It uses a double shot as its espresso base, which is typical for cold latte formulations to maintain flavor and caffeine while the ice and flavoring dilute the drink. The other options rely on different bases or formulations that don't specify a medium double shot in their standard recipe, so they don't align with that requirement.

9. The specified meat in the signature melts is best described as what type of meat?

- A. Beef
- B. Deli turkey/ham**
- C. Pork
- D. Fish

The main idea here is recognizing how the meat in signature melts is categorized. Signature melts use sliced, prepared deli meats rather than a whole cut or seafood. Deli meats are the pre-cooked, often cured or smoked varieties you find sliced for sandwiches. That's why the meat is best described as deli turkey or ham—the product relies on those ready-to-use, sliced meats. While other meats like beef, pork, or fish can appear in other items, the melts specifically use deli-style turkey or ham, which is why that choice fits best.

10. When managing two customers with simultaneous requests at the counter, which approach is recommended?

- A. Focus on the faster one and ignore the other.
- B. Acknowledge both customers, triage by order number, maintain eye contact, confirm details, and fulfill in sequence.**
- C. Handle one completely before addressing the other.
- D. Move to a separate counter

When two people arrive with requests at once, the best approach is to acknowledge both right away and establish a clear, fair order for handling them. Start by making eye contact with each customer and confirming what they need. Use the order numbers or place-in-line information to triage who comes next, so the next steps are predictable and transparent for everyone. Then work through the orders in that sequence, finishing one before moving to the next, so both feel treated fairly and the line stays organized. This approach prevents frustration from feeling ignored, keeps the service moving smoothly, and reduces confusion or disputes about who should be served first. It's more efficient than ignoring one customer or trying to handle one entirely before even acknowledging the other, and it avoids unnecessary back-and-forth or shifting to another counter, which can disrupt the flow.

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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.

Or visit your dedicated course page for more study tools and resources:

<https://timhortonsbuild.examzify.com>

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

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