GENERAL INFORMATION

1. What is the mission statement?

2. What are our hours of operation?
   Monday- Thursday  _______ to _______
   Friday           _______ to _______
   Saturday         _______ to _______
   Sunday           _______ to _______
   Happy Hour       _______ to _______

3. Where is happy hour offered?

4. If you are scheduled for 6:00 PM, what time should you arrive to work? What steps need to be done before you get your first table?

5. What items are parts of your dress code? Mark all that apply.
   a. 3 black pens
   b. crumber
   c. wine key
   d. comb
   e. $30 bank
   f. $50 bank
   g. lighter
   h. Nametag
   i. Shirt
   j. Vest
   k. Tie
   l. Tuxedo Pants
   m. Black Socks
   n. Slip Resistant Shoes
   o. Apron
6. Can a guest make a reservation for a seat at the bar? **Yes / No**

7. How late will we seat guests for dinner?

8. When you are seated a late table and do not want to take it, what are your options?
   a. Give it to another server who is willing to take it.
   b. Let a manager know after you have given it to someone.
   c. You must take the table.
   d. Insist that a closing server take the table.

9. When you are scheduled for a shift but cannot work, you may,
   a. Make a verbal agreement for another server to work for you.
   b. Ask a server assistant if you cannot find a server to work the shift.
   c. Call off as long as it is at least 3 hours in advance.
   d. Find a server to work it and write it in the shift trade book with each and a manager’s initials.

10. Guests may move from the bar and transfer their check. **True / False.**

11. What is the first thing you do when you greet any guest?

12. Describe our guest seating procedure in detail.

13. Why is it so important to learn guest names? What is the *simplest* way to learn your guest’s names?

14. If you are walking by the host stand and guests are standing there but no host is there, what should you do?

15. What are PIVOT POINTS? How do you use them?

16. List 3 Important phone procedures
   a. 
   b. 
   c. 

17. The telephone must be answering within how many rings?

18. When guests leave the table to use the restroom, napkins should be simply refolded and set to the left of their place. **True / False**
19. We escort our guests to the restrooms.  True / False.

20. Check the correct components of the Birthday Policy. (2 points)
   a. You must wish the birthday guest a ‘Happy Birthday!”
   b. The discount may be honored anytime during the week of the birthday.
   c. The discount is on food only, not desserts.
   d. The discount is a certain % off of the food portion of the check.
   e. A complimentary dessert with a candle is included.
   f. The discount is the equivalent of a free meal.
   g. The percentage off is determined by how many guests are at the table.
   h. Food and beverages are included in the discount, but the tip is not.
   i. The discount only covers entrees, and not appetizers or additional desserts.
   j. The discount is only valid for dine-in.
   k. Employees may get the birthday discount in addition to their employee discount.
   l. You must take the guest’s ID to the manager to apply the discount.
   m. You may check the ID yourself to verify the birthday, so as to not inconvenience the guest.

21. Why is MAINTAINING SIDEWORK AS IMPORTANT as your guests?

22. When must you wash your hands? (mark all that apply)
   a. Whenever touching your face or hair
   b. When you sneeze
   c. When you cough
   d. After using the restroom
   e. After pre-bussing tables
   f. After eating
   g. After handling cash
   h. When first starting work
   i. All of the above

23. When you see a spill on the floor and you’re really busy, what should you do?

24. What is the procedure to get an item voided from a guest check?

25. What is the difference between our cash and A&P gift cards?
26. How quickly should tables be cleared and reset?

   _____ 15 minutes   _____ 5 minutes   _____ 10 minutes   _____ 2 minutes

27. Who is responsible for making sure this timing objective for clearing and resetting is achieved?
   a. Manager
   b. Server
   c. Busser
   d. Runner
   e. Host

28. Describe your daily closing procedures?

SERVICE INFORMATION

29. List the 7 STEPS of SERVICE in sequential order and TIMING of each.

<table>
<thead>
<tr>
<th>Step</th>
<th>How Long?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>
30. What are the proper service procedures at a TABLE (vs a booth)?

- Serve food from the __________ with your __________ hand.
- Remove food from the __________ with your __________ hand.
- Serve beverages from the __________.
- Serve __________ first.

31. What is the difference between small and large trays?

32. How do we use trays during service?

33. When should a tray be removed from the dining room? Who is responsible for doing this?

34. When do you clear the charger plates from the table?

35. Why is it important to WRITE, REPEAT AND REVIEW?

36. What is open-handed service?

37. Explain NO LAG SERVICE and why it’s important.

38. Explain SILENT SERVICE and why it’s means.

39. In what instance would you not serve a woman first? (Hint: wine related)

40. How often should you crumb the table? (1pt)
   a. Every time you are at the table if needed
   b. At the end of the entrée course only
   c. As you clear each course
   d. At the end of the meal, prior to bringing the check

41. What is a prep plate?
42. When do you silver the table for other courses?
   a. As soon as you know it is needed
   b. As the course is served
   c. When the previous course is cleared and crumbed
   d. No more than 1 min prior to the course being served
   e. Both A and C

43. What is synchronized service?
   a. When several tables are served entrees at once, such as a banquet.
   b. When each plate is presented to the guests at the same time.
   c. When plates are presented to the guests according to couples
   d. When plates are served in time to the music.

44. What do you say to guests as your place their entrée in front of them?

45. What do you do as a guest leaves the table for any reason? When they return?

46. What should you do if guests are walking through the dining room towards you?

47. What does 86 mean?

BEVERAGE INFORMATION

48. Who is allowed behind the bar?

49. If a guest appears to be younger than ___________ years old, you must check their ID.

50. Guests may enjoy dinner at the bar. Write out the steps that you would take once a guest informs you they would like to enjoy dinner at the bar.

51. When guest(s) sits down at the bar to order a drink or dinner, what is the first thing you do AFTER ringing in their order?

52. Which beverages do you serve on a beverage napkin? When do you do this (which tables)?
53. Who initially fills water glasses?
   a. Host
   b. Manager
   c. Server Assistant
   d. Server
   e. Anyone

54. What brand of bottled water do we offer?

55. Describe our bottled water service.

56. How often must water glasses be refilled?
   a. Whenever a guest takes a sip.
   b. When it is ¼ down
   c. When it is ½ gone.
   d. Once it is almost empty.

57. When may you stop refilling a guests’ water glasses?

58. If the guest has tap water and the ice has melted, what should you do?

59. How soon do you take a cocktail order?
   a. It is the very first thing you do.
   b. As soon as you greet them and suggest an appetizer.
   c. As soon as you greet them, you ask for a cocktail order.
   d. Only after they have water.

60. What are four questions you must ask when a guest orders a martini?

   1.  
   2.  
   3.  
   4.  

61. What garnishes are served on a martini garnish tray?

62. What is the difference between ‘dry’ and ‘extra dry’ martinis?

63. A “tall” drink means
   a. The guest prefers drinking out of a taller glass
   b. The guest would like more mix with the liquor
c. The guest would like more liquor with the mix
d. The guest wants a double shot in a larger glass.

64. What is the difference between a highball and a “rocks” pour?

65. How full do you fill a glass with ice for any beverage?

66. What part of a glass should you never touch?

67. How quickly should cocktails be served?
   a. They must be on the table in one minute
   b. Within 2 minutes
   c. Within 5 minutes
   d. Within 10 minutes, unless guests start with a bottle of wine, which may take longer

68. In what order should you serve your guests beverages?

69. List the glass & garnish for the following drinks:

<table>
<thead>
<tr>
<th>Drink</th>
<th>Glass</th>
<th>Garnish</th>
<th>Drink</th>
<th>Glass</th>
<th>Garnish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Martini</td>
<td></td>
<td></td>
<td>Islay Mule</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manhattan</td>
<td></td>
<td></td>
<td>French 75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gibson</td>
<td></td>
<td></td>
<td>Bloody Mary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gimlet</td>
<td></td>
<td></td>
<td>Margarita</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rob Roy</td>
<td></td>
<td></td>
<td>Whiskey Sour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Fashioned</td>
<td></td>
<td></td>
<td>Cosmopolitan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
70. What is Port?

71. What is Cognac?

72. What is Scotch? What is single malt Scotch & where is produced?

73. What is Bourbon? What is small batch Bourbon? What is the difference between the two?

74. Name the well brands as well as 3 up sells:

<table>
<thead>
<tr>
<th>Liquor</th>
<th>Description</th>
<th>Liquor</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vodka</td>
<td></td>
<td>Whiskey (Rye,</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Canadian, or Irish)</td>
<td></td>
</tr>
<tr>
<td>Rum</td>
<td></td>
<td>Blended Scotch</td>
<td></td>
</tr>
<tr>
<td>Gin</td>
<td></td>
<td>Single Malt Scotch</td>
<td></td>
</tr>
<tr>
<td>Tequila</td>
<td></td>
<td>Cognac/Brandy</td>
<td></td>
</tr>
<tr>
<td>Bourbon (Tennessee Whiskey)</td>
<td></td>
<td>Port – <em>(What’s the difference between the two?)</em></td>
<td>Ruby –</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Tawny –</td>
</tr>
</tbody>
</table>
76. List our beer selection
   a. 
   b. 
   c. 
   d. 
   e. 
   f. 
   g. 
   h. 
   i. 
   j. 
   k. 
   l. 
   m. 
   n. 
   o. 
   p. 
   q. 
   r. 
   s. 
   t. 
   u. 
   v. 

77. At what times throughout a guest’s visit do you offer wine? (Mark all that apply)
   a. When you first greet the table
   b. As soon as you have served the first round of drinks
   c. After or when taking the entrée order
   d. When doing an entrée check
   e. When a first glass is 2/3 the way gone

78. After taking an entrée order, what do you do if guests do not want wine with dinner?
   a. Wait and ask them again after entrees are served
   b. Pick up the wine glasses off the table.
   c. Send over the Wine steward or manager to convince them that they’ll enjoy their food more if they order a nice bottle of wine.
   d. Suggest a wine that beginners usually enjoy.

79. Name two WHITE wines that we serve by the glass. Include the three V’s and give an example of how you would describe them to a guest.
   1. 
   2. 

80. Name two RED wines that we serve by the glass. Include the three V’s and give an example of how you would describe them to a guest.
   1. 
   2. 

81. What is the portion of wine by the glass and how do you serve it?
82. Why should still white wines be served in a chiller rather than an ice bucket?

83. Describe the service sequence for wine presentation:

84. What do you do if a guest orders a second bottle of the same wine?

85. What do you do if a guest orders a second bottle of a different wine?

86. When do you refill the guests' wine glasses?

87. When should you suggest coffee/after dinner cocktails?

88. When a guest orders a coffee, what do you automatically bring them?

89. When a guest orders a cappuccino/espresso what do you automatically bring them? (1pt)

90. What are the ingredients used in a Spanish Coffee?
91. Name and describe 2 specialty coffee drinks we offer.
   a. 
   b. 

92. How should you handle a guest who has had too much to drink?

**FOOD INFORMATION**

93. In what order are courses served? Place a “1” next to the first course, and so on.
   ______ Salads
   ______ Entrees
   ______ Cocktails
   ______ Soups
   ______ Appetizers
   ______ Dessert
   ______ Coffee

94. When should you serve bread?
   a. As soon as beverages are on the table
   b. The S.A. will get bread after he/she waters the table
   c. As soon as any food has been ordered
   d. You may serve it when guests arrive if it’s convenient

95. What is the bread rule?

96. Describe the following soups including serving plates and utensils:
   
   French Onion –
   
   Lobster Bisque –
97. What kind of cheese is on the French Onion Soup?

98. Where should you place a soup spoon on the table?
   a. To the right of the guest
   b. To the left of the guest
   c. At the top of the setting
   d. It may be placed on the liner plate when you serve the soup

99. What are the items and portions of each item on the Seafood Platter?

<table>
<thead>
<tr>
<th>Item</th>
<th>Portion</th>
<th>Sauces</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

100. Describe the difference between the Sweet and Spicy Calamari and our Happy Hour Calamari:

101. What is the size difference between our Appetizer, Entrée, & Add On Maryland Lump Crab and Lobster Cakes?

   Appetizer: _______ oz. cakes  Entrée: _______ oz. cakes  Add On: _______ oz. cake

102. Below is a list of select Raw Bar & Appetizer items. List the ounces, garnishes and sauces for each:

<table>
<thead>
<tr>
<th>Seafood Entrees</th>
<th>Quantity / Ounces (oz.)</th>
<th>Garnishes</th>
<th>Sauces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jumbo Shrimp Cocktail</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ahi Tuna Tartar</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red King Crab Louie</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lollipop Lamb Chops</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lobster Bites</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seared Beef Tenderloin Tips</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
103. What are the items on the house salad?

104. Describe the Chop House Chopped Steak salad as if you were selling it to a guest.

105. List the available salad dressings.
   1. 
   2. 
   3. 
   4. 

106. With which items do you offer fresh cracked pepper?

107. List ALL of the points that must be mentioned when providing a menu presentation.

108. What is PRIME Beef? How does it differ from CHOICE?
   a. PRIME is only a specific cut, such as Prime Rib.
   b. CHOICE is the top 2% grade of all beef, PRIME is the next lower.
   c. PRIME has superior marbling, CHOICE has less marbling.
   d. PRIME is what Certified Angus Beef is.

109. How long do we age our meat?
   a. Our beef is the freshest possible, never aged.
   b. 4-7 days per health dept. requirements.
   c. 28-34 days
   d. 30-40 days
110. What is the difference between wet aging and dry aging?

111. What is marbling?

112. Describe our steaks from leanest to most marbled:

<table>
<thead>
<tr>
<th>Steaks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fillet Mignon</td>
</tr>
<tr>
<td>New York Strip</td>
</tr>
<tr>
<td>Porterhouse</td>
</tr>
<tr>
<td>Cowboy Steak</td>
</tr>
<tr>
<td>Dry Aged Ribeye</td>
</tr>
<tr>
<td>Wagyu Ribeye</td>
</tr>
</tbody>
</table>

113. What is French-boning?

114. How are our steaks seasoned?

115. Where does our lamb come from?
   a. Colorado
   b. California
   c. New Zealand & Australia
   d. France

116. What is Wagyu? Describe it as if you were explaining it to a guest.
117. Below is a list of all our Steaks & Chops. List the ounces, garnishes and sauces for each:

<table>
<thead>
<tr>
<th>Chops</th>
<th>Ounces (oz.)</th>
<th>Garnishes &amp; Sauces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fillet Mignon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New York Strip</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Porterhouse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cowboy Steak</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry Aged Ribeye</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beef Wellington</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Espresso Rubbed Fillet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steak Au Poivre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steak Frites (Wagy)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Braised Beef Short Rib</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wagyu Ribeye</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Berkshire Pork Chops</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian Lamb Chops</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Venison Chop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chop House Chicken</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

118. List all the entrees that come with a side.

119. What 2 menu items have a market price?

120. Where do we buy our seafood from? Name a few reasons they stand above other purveyors?
121. List seafood entrée quantity/ounces, garnish and sauces:

<table>
<thead>
<tr>
<th>Seafood Entrees</th>
<th>Quantity / Ounces (oz.)</th>
<th>Garnishes</th>
<th>Sauces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pan Seared Diver Scallops</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>North Atlantic BBQ Salmon</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Chilean Sea Bass</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Jumbo Lump Crab &amp; Lobster Cakes</td>
<td></td>
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<tr>
<td>Pepper &amp; Coriander Crusted Tuna</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Jumbo North Atlantic Cold Water Lobster Tail</td>
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</tbody>
</table>

122. Where is the Dover Sole from?

123. Describe the Dover Sole presentation.

124. What items do you bring drawn butter and a candle tower for?

125. Which item has a market price?

126. What are Diver Scallops?

127. How many are on each

   App _________  Entrée _________

   How does the appetizer scallop differ from those on the entrée?

128. List the 6 things to remember when taking a dinner order:
129. What is your next question when a guest orders a steak?
   a. You would try to up sell to the larger size.
   b. “How would you like that prepared?”
   c. “Would you care for steak sauce?”
   d. “May we slice that for you in the kitchen?”

130. List the heat and color of each of these steak temperatures:

   Rare –
   Medium Rare –
   Medium –
   Medium-Well –
   Well –

131. Can the Beef Wellington be served medium well? Why or Why not?

132. Should you attempt to sell a side to each guest?

133. Name all of our Accompaniments & Add Ons

<table>
<thead>
<tr>
<th>Accompaniments</th>
<th>Add Ons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vegetables</strong></td>
<td><strong>Starches</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>
134. What items do we offer with the baked potato? (Check all that apply)
   a. Sour Cream
   b. Bacon bits
   c. Bacos, for guests who don’t eat meat
   d. Chives
   e. Butter
   f. Minced Garlic

135. What are the three types of mushrooms we use?

136. Is the bar menu available in the dining room? Yes / No

137. What must you always do if a guest has a special request or a food allergy?

138. Which items would you bring a steak knife for?

139. Which items on our happy hour menu cannot be found on our traditional menus?

140. Who is ultimately responsible for making sure the guest receives their food just how they have ordered it?
   a. Server
   b. Food Runner
   c. Manager
   d. Kitchen

141. At what point is an entrée check done?
   a. After 2 bites
   b. Within 8 minutes of serving the course
   c. Before a manager stops at the table
   d. After 5 minutes

142. Give two examples of proper verbiage on an entrée check.

143. What is the proper procedure and order of events for handling food problems?

144. Which items receive hot towel service?
List ALL of the points that must be taken when providing a dessert presentation.

Briefly describe our desserts:

<table>
<thead>
<tr>
<th>Desserts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chop House Cheesecake</td>
</tr>
<tr>
<td>Grand Marnier Crème Brulee</td>
</tr>
<tr>
<td>Chocolate Peanut Butter Tart</td>
</tr>
<tr>
<td>Bananas Foster Bread Pudding</td>
</tr>
<tr>
<td>Coconut Tres Leches Cake</td>
</tr>
<tr>
<td>Melt Cake</td>
</tr>
<tr>
<td>Gelato &amp; Sorbet</td>
</tr>
</tbody>
</table>