

## HST Quiz - Ordering

Name:

**Answer in full sentences!**

1) What are three questions you have to ask when taking a reservation on the phone?

- a)
- b)
- c)

2) What are three possible phrases you can say when taking guests to their table from the front of the business?

- 1)
- 2)
- 3)

3) How would you greet:

a) A group of men?

b) A group of women?

4) What are two things you need to do when taking a drink order?

- a)
- b)

5) What two things should you have to ask if a customer orders a steak?

- a)
- b)

6) Give a personal recommendation for a menu item.

7. What do you think are the two most important things a server should know  
(This is your own opinion. What do you believe are the two most important things.)?

- a)
- b)

## Multiple Choice

8. Which **two** options are sizes of beer?

- a) pint
- b) half litre
- c) local
- d) jug

9. Which option is **NOT** a way to make a cocktail?

- a) blended
- b) muddled
- c) draft
- d) shaken

10. Which question would you ask when taking a drink order?

- a) May I take your coat?
- b) Would you like to add extra cheese for a dollar?
- c) How many people will be in your party?
- d) Have you tried our caesars? They're delicious.

11. What do you do to sign into the computer?

- a) punch your access card
- b) punch up your password
- c) swipe your menu
- d) punch in your password

12. Extra cheese is:

- a) an upgrade    b) a side
- c) an add-on

13. Cooking food on high heat in a pan with oil is called:

- a) baking
- b) sauteing
- c) deep frying
- d) a request

**Score**

**/6**