



# Cashier Test

1. Which of the following are included in the steps of Fuzzy's Service?
  - A. Up-sell
  - B. Repeat the order
  - C. Thank the Guest
  - D. All of the above
  
2. When answering the phone, what is the standard greeting?
  - A. "This is Fuzzy's, how may I help you?"
  - B. "Thank you for calling Fuzzy's Taco Shop in \_\_\_\_\_, this is \_\_\_\_\_ how may I help you?"
  - C. "Thanks for calling Fuzzy's, this is \_\_\_\_\_ how may I help you?"
  - D. "Hope you are having a Fuzzy Day, this is \_\_\_\_\_, how may I help you?"
  
3. When reading the POS as you input an order, what color will the text turn when the order has been sent to the kitchen?
  - A. Blue
  - B. Black
  - C. Red
  - D. Green
  
4. Which two sides are "default" sides that come with all Breakfast Favorites?
  - A. Mix-Mex Rice & Refried Beans
  - B. Refried Beans & Latin-Fried Potatoes
  - C. Mix-Mex Rice & Latin-Fried Potatoes
  - D. Cilantro-Lime Rice & Black Beans
  
5. When a call-in order is ready, you should always double check the order to make sure that everything is in the bag and correct.
  - True
  - False



6. It takes the same amount of time to brew an urn coffee as it does to brew an urn of tea.

- True
- False

7. When walking the floor and clearing tables, you should always wait for guests to leave, before clearing off any empty plates or baskets.

- True
- False

8. Please list 3 quality up-sell items that could be recommended for Nachos:

- 1.
- 2.
- 3.

9. Which Kid's Menu items come with a snack AND a side? Which come with just a snack? What are the options for each?

10. Explain the difference between a Kid's Taco plate and a regular Taco plate?



**11. Please list all vegetarian menu options.**

**12. What steps do we take when handling a guest complaint?**

**13. What are the three taco shell options? What are the differences in each? Which taco shell do we recommend for a Baja Taco? What is the default shell for our Breakfast Tacos?**



14. Explain what it means to be “Gluten Free.” If a guest has a Gluten Free diet restriction, what are some examples of menu items you should recommend?

15. List all the steps of Fuzzy's service.