

Restaurant Management

100 Sample Assessment Questions

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25 Recall/Reproduction Assessment Questions

1. What are some post-high school jobs you can obtain with your knowledge of the restaurant industry?
 - a. Dishwasher
 - b. Server
 - c. Prep cook
 - d. All of the above
2. How can you create a positive experience for food industry customers through verbal communication?
 - a. Talking to your co-workers
 - b. Discussing your workplace with your family
 - c. Explaining the menu to the customer
 - d. Using the standard communication of the institution
3. How can you create a positive experience for food industry customers through nonverbal communication?
 - a. Removing a guest's plate
 - b. Eye contact
 - c. Smile
 - d. All of the above
4. How can an employer present a variety of written documents such as agendas and training presentations?
 - a. Present the information at an after-hours training meeting
 - b. Provide the material in a variety of languages on a staff training board and for each employee
 - c. Email information
 - d. Pull employees during shift into the office to discuss the importance of the material
5. What technology is available to calculate numerical concepts such as food costs, percentages and beverage sales?
 - a. Calculators
 - b. Point of Sales Systems
 - c. iPads
 - d. Open Table
6. How does a menu impact an operation?
 - a. Drives vision
 - b. Allows you to price items
 - c. Determines operating hours
 - d. Allows for creativity
7. How are scientific principles used in the restaurant industry?
 - a. In budgeting
 - b. In staffing
 - c. In sanitation procedures
 - d. In risk management

8. Why are mathematics, science knowledge, and skills used to produce commercial quality food products?
 - a. To take preparation away from the employee
 - b. To develop the cheapest product possible
 - c. To ensure food products are consistent
 - d. To ensure products are unique

9. Identify a marketing strategy for a restaurant or food venue.
 - a. Place print ads in a newspaper or magazine
 - b. Target specific consumer groups to build a campaign
 - c. Develop a Facebook page
 - d. Hire a marketing firm

10. What are the proper techniques for answering restaurant phones?
 - a. Identify the name of the operation
 - b. Identify who is speaking
 - c. Ask how you can direct the call
 - d. All of the above

11. What information is most important to collect and document during a staff disagreement?
 - a. Who is at fault
 - b. Who is involved in the situation
 - c. What the punishment might be
 - d. The location of the disagreement

12. What is the best way to solve problems as a team?
 - a. Brainstorming possible solutions
 - b. Everyone work independently
 - c. Is led by the manager
 - d. Follow the general consensus of the group

13. What are three types of food service?
 - a. Fast food, dine-in, and fancy
 - b. Fast food, quick service, and dine-in
 - c. Quick-service, casual-dining, and fine dining
 - d. Convenience, sit down, and from scratch

14. What are some ways you can maximize profit and growth?
 - a. Use principles of budgeting and forecasting
 - b. Use expired food
 - c. Use cheap labor
 - d. Minimizing employee labor hours

15. What tool helps foodservice operations manage and perform work responsibilities successfully?
 - a. Electronic employee clock in and out
 - b. Online absence reporting system
 - c. Working organization chart
 - d. Generic job descriptions

16. What safety principles are used for food safety management?
- OSHA
 - FDA
 - HACCP
 - USDA
17. How can you evaluate Internet resources for information?
- If sources and links are provided
 - If it comes up in a Google search
 - If it has more than 100 page views
 - If it is linked to social media
18. A Garde Manger is responsible for:
- Pastry and baked goods
 - Meat cookery
 - Washing dishes
 - Salad and appetizer station
19. What is the main role of an Executive Chef?
- Cook
 - Open restaurants
 - Plan menu
 - Manages all kitchen operations
20. The French term “chef” means:
- Boss
 - Cook
 - Chief
 - Professional
21. Which of the following ingredients is “acidic”?
- Lemon
 - Olive oil
 - Lettuce
 - Rice
22. Which is **NOT** an appropriate name for a type of fork?
- Seafood
 - Salad
 - Demitasse
 - Dinner
23. What dictates the appropriate service techniques in a food service operation?
- The staff and their background
 - The owner and the amount of money spent building the operation
 - The menu and price
 - The location within a city

24. Which is **NOT** considered an institutional foodservice?
- a. Schools
 - b. Military
 - c. Hospitals
 - d. Cruise ships
25. What is an example of a chemical contamination?
- a. A bone found on a chicken breast
 - b. Salmonella on a work surface
 - c. Sanitizer residue in a bowl that you mix salad in
 - d. Bacteria on a foodservice workers hands

25 Recall/Reproduction Assessment Key

- 1. d
- 2. c
- 3. d
- 4. b
- 5. b
- 6. a
- 7. c
- 8. c
- 9. b
- 10. d
- 11. b
- 12. a
- 13. c
- 14. a
- 15. c
- 16. c
- 17. a
- 18. d
- 19. d
- 20. c
- 21. a
- 22. c
- 23. c
- 24. d
- 25. c

25 Skills/Concepts Assessment Questions

1. The first step in demonstrating first aid is:
 - a. Put on gloves
 - b. Contact help
 - c. Assess the situation
 - d. Move the person
2. Who/what is the greatest risk to safety and sanitation in the food service workplace?
 - a. The food
 - b. The equipment
 - c. The food service worker
 - d. Pests
3. What food item is most likely to grow mold?
 - a. Dry rice
 - b. Cheddar cheese
 - c. Carrots
 - d. Potatoes
4. What clothing item is the most important for kitchen **SAFETY**?
 - a. Apron
 - b. Hat
 - c. Non-slip shoes
 - d. Chef coat
5. Who is responsible for kitchen safety?
 - a. Frontline employees
 - b. The general manager
 - c. The kitchen manager
 - d. All of the above
6. What country is considered the birthplace of Western cuisine?
 - a. Italy
 - b. France
 - c. Spain
 - d. England
7. What is the best way to market restaurants?
 - a. Television ads
 - b. Coupons and giveaways
 - c. Newspaper ads
 - d. Social media
8. How can you develop professional skills in frontline employees?
 - a. Provide a class
 - b. Cross training
 - c. Customer feedback forms
 - d. Online training

9. What is the greatest concern in a buffet restaurant?
 - a. Food cost
 - b. Cross-contamination
 - c. Employee training
 - d. All of the above

10. What causes employee turnover?
 - a. Low wages
 - b. Lack of training
 - c. Age of the workers
 - d. All of the above

11. The guidelines for professional conduct should be posted at:
 - a. front of the house
 - b. staff bulletin board
 - c. on the menu
 - d. in Online training

12. What should you use when serving ready-to-eat food?
 - a. Clean hands
 - b. Gloves
 - c. Clean plate
 - d. Sneeze guard

13. What behavior is needed to be employable and maintain employment?
 - a. Positive work ethic
 - b. Well-trained
 - c. Entire knowledge of the food service industry
 - d. All of the above

14. Nutrition affects:
 - a. those who are overweight
 - b. children
 - c. pregnant women
 - d. everyone

15. Stress creates problems at every level of the establishment. What is a way a food service establishment can ensure that the customer is not affected?
 - a. By not focusing on the stress
 - b. By allowing employees unlimited vacation days
 - c. By minimizing work loads
 - d. By discussing the importance of balancing a career, family, and leisure activities

16. Why should a restaurant employee be able to follow directions and procedures independently?
 - a. Because management cannot provide direction 100% of the time
 - b. Because of the fast paced multitask nature of the restaurant business
 - c. Because of lack of managerial training
 - d. In order to receive a promotion

17. What procedures should be in place to manage waste in an operation?
- Hire a custodial crew
 - Regularly place trash outside of back door to be hauled to the dumpster after each shift
 - Regularly clean and maintain a locked dumpster
 - Take out the trash when the trash can is full
18. What knife is most important in the kitchen?
- Chef's
 - Paring
 - Santoku
 - Bread
19. What are the three types of sanitizer?
- Bleach, Lysol, and Clorox
 - Bleach, Quats, and Iodine
 - Lysol, Clorox, and Iodine
 - Quats, Iodine, and Lysol
20. What type of pan is best for frying eggs?
- Brazier
 - Pot
 - Sauté pan
 - Grill pan
21. Quick service establishments rely on what important characteristic for success?
- Staff morale
 - Consistency
 - Price point
 - Service
22. What organization certifies chefs?
- National Restaurant Association
 - American Culinary Federation
 - Culinary Institute of America
 - Food Network
23. What is the temperature danger zone?
- 30°F – 115°F
 - 51°F - 120°F
 - 41°F – 135°F
 - 70°F – 150°F
24. Regarding the restaurant industry, what is most important in the back of the house?
- Service
 - Profit
 - Sanitation and safety
 - Employee morale

25. What market segment is the fastest growing?
- a. Fine dining
 - b. Casual dining
 - c. Quick service
 - d. Fast casual

25 Skills/Concepts Assessment Key

- 1. c
- 2. c
- 3. b
- 4. c
- 5. d
- 6. b
- 7. b
- 8. b
- 9. b
- 10. d
- 11. b
- 12. b
- 13. a
- 14. d
- 15. d
- 16. b
- 17. c
- 18. a
- 19. b
- 20. c
- 21. b
- 22. b
- 23. c
- 24. c
- 25. d

25 Strategic Thinking Assessment Questions

1. John determines that the food order is going to be late and he needs some key ingredients in order to finish his preparations. What options does he have?
 - a. Skip the late ingredients
 - b. Wait to prepare the ingredients when the shipment arrives
 - c. Ask his manager if he can go to the store and pick up the needed items
 - d. Substitute the items for items the operation has on hand
2. Maria wants to open up her own operation but does not know the location. Where might she begin her search for good location information?
 - a. Buying a copy of "Opening a Restaurant for Dummy's"
 - b. Taking classes at her local culinary school
 - c. The Economic Development office of her town
 - d. Asking her friends for advice
3. Marcus looks at the cake that just came out of the oven. The cake did not rise. What could have been the issue that caused the cake to not rise as it should?
 - a. He forgot to put in the eggs
 - b. The temperature was too high
 - c. He put the cake in a wrong pan
 - d. He should have purchased the cake from a bakery
4. Jane is looking for a job in a restaurant. What is her best chance for finding employment?
 - a. Apply online
 - b. Receive a reference from a personal contact
 - c. Attend a job fair
 - d. Approach the manager from her favorite restaurant
5. Pierre is concerned about the odor coming from a case in his food shipment. What is his next step?
 - a. Accept the shipment and see if the odor continues
 - b. Throw the box away
 - c. Use the shipment because he needs the product
 - d. Reject the shipment from the food distributor
6. A requirement of a first-aid program includes:
 - a. Training
 - b. Proper equipment
 - c. Concern for the injured person
 - d. All of the above
7. What is the importance of placing raw meat on the bottom of the refrigerator?
 - a. It prevents the meat and its juice from contaminating other products
 - b. It stays at the coolest temperature there
 - c. This allows for the meat odor to not travel through the refrigerator
 - d. The bottom of the refrigerator is designed for raw meat

8. A customer asks Mario about what items contain nuts due to the patron's peanut allergy. What should Mario do?
 - a. Answer the customer to the best of his ability
 - b. Notify the kitchen manager of the allergy
 - c. Offer the most popular dish
 - d. Assume that the menu does not contain peanuts since none are listed

9. Emily works at a local coffee shop and she notices that a fellow employee is taking home bags of coffee without permission. She should:
 - a. notify the police
 - b. speak with the employee
 - c. notify her boss
 - d. ignore the employee

10. Jason is looking into analyzing the costs of starting a restaurant. He has researched through the local restaurant association and found that labor and food will be his highest cost. What single item can help him control both?
 - a. Hours of operation
 - b. Menu
 - c. Location
 - d. Management style

11. Ben wants to pursue a career in fine dining and he is looking at many different culinary schools. In order to find employment in a fine dining restaurant, what factor is the most important when deciding what school he will attend?
 - a. Location
 - b. Price
 - c. Alumni
 - d. Length of study

12. Fine dining is the market segment that is out of reach for most consumers, yet is most important because:
 - a. that is where all of the money is
 - b. the restaurants provide more jobs
 - c. fine dining restaurant trends trickle down into mainstream restaurants
 - d. fine dining is supported by the restaurant associations

13. What is the maximum amount of time food can stay in the TDZ (Temperature Danger Zone)?
 - a. 3 hours
 - b. 24 hours
 - c. 4 hours
 - d. 5 hours

14. Marcel is sweeping after a shift and is trying to reach his broom under a shelving unit. How high off of the floor should the shelving unit be?
 - a. 4 inches
 - b. 6 inches
 - c. 8 inches
 - d. 12 inches

15. Blake is learning about the hospitality industry and he is thinking about working in foodservice. His future career options would be:
- confined to the kitchen
 - low paying, low skilled jobs
 - spent in restaurants
 - bright and diverse based on economic data
16. When a kitchen manager teaches his/her staff about the flow of food, they are training about:
- the entire movement of food from purchasing to service
 - one service period such as lunch
 - the transportation of food in the economy
 - how food moves from the kitchen to the diner
17. When Tina is hired as a marketing manager for a restaurant chain, her responsibilities will include:
- menu development
 - setting the operating hours
 - planning for future restaurants
 - telling the background and story of the restaurant to the public
18. What is the appropriate course of action to take when a patron is choking?
- Call 911 and wait
 - Have a trained staff member administer the Heimlich Maneuver
 - Use your finger to clear the patron's wind pipe
 - Hit the patron on the back to free the blockage
19. An appropriate attitude to display to the local health authority is:
- trying to win them over with your cooking
 - make excuses for your problems
 - minimize their visit as much as possible
 - listen to their concerns and treat them as a partner
20. Does restaurant work experience in high school benefit your future career?
- Yes, because most restaurateurs began as front line employees
 - Yes, because it shows students everything they need to know in the industry
 - No, because work experience does not count until you turn 18
 - No, unless the work is in a fine dining restaurant
21. Food that is prepared on Monday should be discarded on what day?
- Wednesday
 - Thursday
 - Saturday
 - Sunday

22. Providing catering services will allow a restaurant to:
- get rid of expiring food
 - hire more employees
 - expand their menu
 - increase daily revenue
23. Food costs are determined by:
- the agriculture industry
 - the relationship between the purchased price and the selling price
 - the owner
 - the percentage of profits
24. How do you develop your target market?
- Based on the neighborhood
 - Based on the median income
 - Based on the concept of the restaurant
 - All of the above
25. Who is the father of modern cuisine?
- Auguste Escoffier
 - Antoine Careme
 - Emeril Lagasse
 - Wolfgang Puck

25 Strategic Thinking Assessment Key

1. c
2. c
3. a
4. b
5. d
6. d
7. a
8. b
9. c
10. b
11. a
12. c
13. c
14. b
15. d
16. a
17. d
18. b
19. d
20. a
21. d
22. d
23. b
24. d
25. a

25 Extended Thinking Assessment Questions/Tasks

1. Why is travel important for chefs and foodservice workers, and how does international cuisine impact the development of restaurants in America?
2. Who is a restaurateur that inspires you? Discuss their story and how it captivates you and encourages you for future success.
3. Safety and sanitation is an important aspect in every kitchen - if not THE most important. What principles of safety and sanitation do you consider to be the most important in a commercial kitchen?
4. Compare and contrast quick service to casual dining.
5. Compare and contrast casual dining to fine dining.
6. What are the key aspects of service in a fine dining restaurant?
7. Explain why the turnover of employees is so high in the restaurant industry.
8. The beverage industry is an important part of the restaurant industry. How do beverage sales affect restaurant sales?
9. What are the critical areas of concern in the institutional food service?
10. What factors contribute to the growth of the fast casual segment?
11. Weigh the options for expanding a catering operation.
12. Why has the food service industry increased in esteem in the last 10 years?
13. Many small independent restaurants do not have their own Human Resources (HR). What options do independent restaurants have for HR?
14. How can servers increase their check average? Why is this important for a restaurant?
15. Weigh the options for opening up a franchise restaurant. What are some successful franchise restaurants?
16. Explain the principle of 33% food costs.
17. How do managers actively control labor in a restaurant?
18. What are some crucial steps in implementing your restaurant concept through branding and marketing?
19. Most restaurants fail in their first year for what reasons? How can new business owners avoid these same pitfalls?

20. Explain the development of cuisine in North America beginning with the industrial revolution and urbanization.
21. Compare and contrast culinary schools and hospitality schools.
22. Explain the importance of HACCP in the commercial kitchen.
23. Why is a career in foodservice a rewarding career with a bright future?
24. What are the foundational cooking principles? Name one dish that is created using each method. What are some of the top jobs that an employee in the industry can work towards?
25. What education is necessary and what other characteristics are vital for success in the business?

25 Extended Thinking Assessment Questions/Tasks Key

1-25 Student answers will vary