The Kitchen and Customer Service—Quiz

1. What is the ultimate goal for all kitchen and service personnel?
   a. Provide good food
   b. Provide good service
   c. Deliver the customer a pleasant, memorable experience
   d. Deliver minimum standards

2. What is the ultimate “Wow!” in the customer experience?
   a. The service
   b. The wine list
   c. The table setting
   d. The food

3. When it comes to customer service, which words should you work to eliminate from your vocabulary?
   a. Inexpensive
   b. It’s been a pleasure to serve you
   c. No
   d. I’ll be right back with you...

4. For most restaurants, what is their most valuable asset?
   a. A great chef
   b. A good location
   c. Their regular customers
   d. Cheap labor

5. The kitchen controls the validity of the foodservice operation’s most valuable marketing tool. What is it?
   a. A famous chef
   b. The plate presentations
   c. The food cost
   d. The menu