

## 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