



Egg N' Joe Server Test January 2023

Name: _____ Date: _____

Total of 103 points available (101 + 2 bonus points) 96 pts needed for 95% passing.

1. The Ranch Breakfast is accompanied by Northwest Hash Browns or fresh seasonal fruit and served with a freshly-baked buttermilk biscuit. (1 pt)
2. What meat options are available with the Ranch Breakfast? (4 pts)
 - a. Daily's Smokehouse Bacon
 - b. Zenner's Country Pork Sausage Links
 - c. Zenner's Chicken Apple Sausage Links
 - d. Honey-Cured Ham
3. Describe our German Pancake like you would to a Guest. What toppings are available? (1 pt)

Almost as big as Crater Lake! A delightful combination of farm-fresh "AA" eggs, milk and flour is blended and baked to golden brown. (Note: as long as the server's description is accurate, let them come up with their own unique description)

Toppings: Classic (lemon wedges, whipped butter and powdered sugar), Strawberry, or Lingonberry Butter.
4. Describe our Works Hash Browns. (1 pt)

Daily's Smokehouse bacon, Tillamook Cheddar cheese, green onions, and a dollop of sour cream.

Extra point if price of "The Works" is listed in the description
5. What are the three benedicts listed on our menu? (3 pts)
 - a. Classic
 - b. Avocado
 - c. Dungeness Crab
6. Our benedicts are served with fresh seasonal fruit or Northwest Hash Browns on the side. (1 pt)

7. What types of crepes do we offer? (2 pts)
- Lingonberry
 - Strawberry
- *Extra credit for the seasonal option
(1 pt for seasonal)
8. Pancakes, Waffles, Crepes, and French Toast all come with two farm-fresh “AA” eggs and a choice of **breakfast meat** unless ordered “ala carte”. (1 pt)
9. Name that breakfast bowl: (4 pts)
- Veggie & Egg Whites Bowl:** Cheesy Northwest Hash Browns and Tillamook Cheddar cheese-scrambled egg whites with grilled zucchini, baby spinach, tomato, mushroom, and onion. Topped with salsa, fresh avocado, and green onion.
 - Sun Devil Bowl:** Chorizo, sweet corn, black beans, Northwest Hash Browns. Topped with Tillamook Cheddar cheese scrambled eggs, salsa, fresh avocado, sour cream and green onion.
 - Chicken Fried Steak Bowl:** Traditional chicken-fried steak over grilled Northwest Hash Browns with peppers and onions. Topped with creamy country gravy and Tillamook Cheddar Cheese-scrambled eggs.
 - Bacon, Ham & Sausage Bowl:** Cheesy Northwest Hash Browns and Tillamook Cheddar cheese-scrambled eggs with Daily’s smokehouse bacon, Zenner’s Country Pork sausage and honey-cured ham. Topped with salsa, fresh avocado, sour cream and green onion.
10. Name that omelet and the markers on top of the omelet: (12 pts)
- Valley of the Sun:** Smoky chipotle bacon, Jack and Cheddar cheese and green onions.
Markers: **salsa, fresh avocado and sour cream.**
 - Classic Ham and Tillamook Cheddar:** Hickory smoked ham and Tillamook Cheddar cheese. Markers: **cubed ham and cheddar cheese**
 - Garden Vegetable:** Fresh zucchini, mushrooms, baby spinach, onions, diced tomato and Swiss cheese. Topped with classic Hollandaise sauce and diced tomato.
Markers: **Hollandaise and tomato**

- d. **Crabacado:** 100% real Northwest Dungeness crab, Daily's smokehouse bacon, fresh avocado and Swiss cheese. Topped with crab, classic Hollandaise sauce, diced tomato and fresh-snipped chives.
Markers: **Tomato, chives, and crab**
 - e. **Farmers:** Hickory smoked ham, Daily's smokehouse bacon, Zenner's country pork sausage, onions, red and green peppers, Swiss cheese and potatoes. Topped with creamy country gravy.
Marker: **Country gravy**
 - f. **Denver & Tillamook Cheddar:** Tillamook Cheddar cheese, hickory smoked ham, onions, red and green peppers.
Markers: **Diced ham, bell peppers and cheddar cheese**
11. Our Omelets are served with a choice of **Famous Buttermilk Pancakes, Northwest Hash Browns, or fresh seasonal fruit. (Seasonal fruit and hash browns accompanied by a freshly-baked buttermilk biscuit). (1 pt)**
12. Describe the Bacon & Tillamook Potato Cakes & Eggs: **Griddle-browned potato pancakes filled with bacon, Tillamook Cheddar cheese, and onion. Topped with sour cream and accompanied by two farm-fresh "AA" eggs, Daily's smokehouse bacon, and applesauce. (1 pt)**
13. Describe the Stuffed Hash Browns: **Northwest Hash Browns stuffed with Tillamook® Cheddar cheese-scrambled eggs, Daily's® Smokehouse Bacon and Zenner's® Country Pork Sausage. Topped with creamy country gravy and fresh-snipped chives. Served with fresh seasonal fruit and a freshly-baked buttermilk biscuit. (1 pt)**
14. **T or F:** We should never touch the rim of any cup or glass. Glassware should be held by the bottom 1/3rd of the glass, and coffee mugs should be held at the bottom or by the handle. **(1 pt)**
15. Describe the Big Foot Breakfast: **Three small buttermilk pancakes, two strips of Daily's Smokehouse Bacon (or two Zenner's Country Pork Sausage Links) , one farm fresh "AA" egg served with one full serving of regular or chocolate milk. (1 pt)**

16. What sides are available with kid's meals? (5 pts)

- a. Banana slices
- b. Grapes
- c. Northwest Hash Browns
- d. French Fries
- e. Applesauce

17. Name that salad (2 pts)

- a. **Dungeness Crab BLT**: 100% real Northwest Dungeness crab atop fresh salad greens with Daily's smokehouse bacon, tomatoes, fresh avocado, hard-boiled egg and black olives. Served with your choice of dressing.
- b. **Classic Cobb**: Fresh salad greens with diced chicken, Daily's smokehouse bacon, tomatoes, black olives, fresh avocado and hard-boiled egg and blue cheese crumbles. Served with your choice of dressing.

18. Name that sandwich/burger: (3 pts)

- a. **Chicken Strip Sandwich**: Crispy chicken tenders and provolone cheese with lettuce, tomato, Thousand Island and mayonnaise on a grilled French roll.
- b. **Smokehouse BLTA**: Daily's smokehouse bacon and fresh avocado with lettuce, tomato, and mayonnaise on a grilled French roll.
- c. **Bacon Avocado Burger**: A grilled burger patty, melted provolone cheese on a Daily's® smokehouse bacon, fresh avocado, lettuce, tomato and mayonnaise.

19. Describe the Fish & Chips: **Beer-battered golden wild Alaskan cod. Served with coleslaw, tartar sauce, lemon, and Northwest Fries. (1 pt)**

20. Our sandwiches and burgers are served with a choice of **Northwest Fries, cottage cheese, or creamy coleslaw. (1 pt)**

21. Some beverages come with no free refills (0), some with one free refill (1), and some come with endless refills (E). Below, mark 0, 1, or E beside the appropriate beverage: (11 pts)

- a. **E** Coffee

- b. **E** Soda
- c. **1** Lemonade
- d. **E** Regular iced tea
- e. **0** All juices (orange, cranberry, apple, etc.)
- f. **E** Arnold Palmer
- g. **0** Regular and Chocolate Milk
- h. **1** French Vanilla Cappuccino
- i. **1** Adult hot chocolate
- j. **1** Tea bags for hot tea
- k. **0** Mimosas

22. Which flavors of hot tea are available in your restaurant? (1 pt)

Varies by restaurant

23. What is the recipe for Mimosas? 7 oz champagne to 7 oz of juice (1 pt)

24. What mimosa flavors do we offer? (7 pts)

- a. Classic orange
- b. Cranberry
- c. White Cran Peach
- d. Cran Mango
- e. P.O.M.
- f. Orange Passionfruit
- g. Lavender Lemonade

25. List the garnish for each from the following options: (creamers and straws are not considered garnishes. A garnish is an edible decoration added to a beverage or meal). (11 pts)

L = Lemon **W** = Whipped cream only **W/CS** = Cinnamon sugar

W/RS = whipped cream with rainbow sprinkles **N** = None

- a. **N** Coffee
- b. **N** Soda

- c. L Lemonade
- d. L Regular Iced Tea
- e. N Juices (orange, apple, cranberry, etc)
- f. L Arnold Palmer
- g. N Regular and chocolate milk
- h. W/CS French Vanilla Cappuccino
- i. W Adult hot chocolate
- j. L Hot tea
- k. W/RS Kid's hot chocolate

26. Put an "X" next to all items below that are served with a steak knife. (7 pts)

- a. X All chicken fried steak entrees
- b. All German pancakes
- c. All Ranch Breakfasts
- d. BTP Cakes
- e. X All benedicts
- f. X All burgers
- g. All sandwiches

27. T or F: The check should always be given to the oldest person at the table? *If no one asks for the check, just put the check presenter upright in the middle of the table.* (1 pt)

28. T or F: If there is less than \$1 in change after a Guest pays in cash, I should just assume that it is a tip? *Always bring back the Guests change, even if it is only a few cents.* (1 pt)

29. Write an alternative phrase for each of the forbidden phrases (14 pts)

Forbidden Phrase	Use Instead
"I don't know."	<i>"That is a great question! Let me find out the answer for you."</i>
"We can't do that."	<i>"Let me see what we can do!" Then find an alternative solution.</i>
"Hang on a second. I'll be right back!"	<i>"It may take me two or three minutes to get that. Are you able to wait while I check?"</i>

"Honey" or "Buddy" or "Lady" or "Sweetheart"	The Guest's name (the way he or she wishes it to be used.
"That's not really my concern." Or "That's not my job."	"I understand how upset you are! I don't usually handle that area, but I know who can help you. Let me see if she's available."
"It's over there" (and point)	"Let me walk you over there." Or "Do you see the blue sign? It's directly to the left of that."
"Just one?"	"Hi! Welcome to Egg N' Joe! Would you like a table by the window?"
"Are you still working on that?"	"Are you still enjoying your entrée?" <i>Bonus points for naming the entrée.</i>
"Is everything ok?"	"Is your German pancake delicious?"
"Something to drink?"	"May I interest you in some fresh brewed coffee or a delightful mimosa?"
"No problem" or "No worries".	"My pleasure!"
"Guys." As in "How are you guys doing?"	Either use the Guest's names, or use phrases such as "How is everyone doing today?"
"Keep your fork."	"Let me get you a fresh fork."
"Is a biscuit ok?"	Nothing! If a menu item automatically comes with a biscuit, trust that the Guest can read and if they want something else, they will let you know!