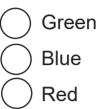


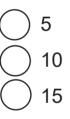


Hospitality Questions - EL1

What colour cloth must you use to wipe the tables?



How many cups and saucers should there be in the Conference Room?



What should you do when a customer enters the restaurant?

) Ignore them

Greet them and take them to their table

) Ask them to wipe their feet

How should you carry clean cutlery?

) In a bag

) on a silver tray

) In your hand

What should you use to clean wood?
 Sanitiser Bleach Polish
What drinks do you serve in review meetings?
Теа
Coffee
Water
All of the above

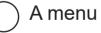
What sauce is usually served with beef?



) Horseradish

) Brown Sauce

What should you give a customer once they have placed an order in the Garden Café?



A high five

) A table number



What will the customer need if they have ordered soup?

) Knife and fork

Soup spoon, knife and butter

) Table spoon

What is an example of good customer service?

) Ignoring the customer

) Smiling and being polite

) Slouching over the counter

ight) Shouting and being rude

