



Hospitality Questions - EL1

What colour cloth must you use to wipe the tables?

- Green
- Blue
- Red

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

- 5
- 10
- 15

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?

- Tea
- Coffee
- Water
- All of the above

What sauce is usually served with beef?

- Tomato Ketchup
- Horseradish
- Brown Sauce

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

- A menu
- 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
- Shouting and being rude