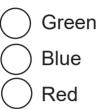


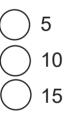


## Hospitality Questions - EL1

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?
<ul> <li>Sanitiser</li> <li>Bleach</li> <li>Polish</li> </ul>
What drinks do you serve in review meetings?
Теа
Coffee
Water
All of the above

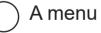
What sauce is usually served with beef?



) 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

