

Basic Shift Management Entrance Exam**Paper A****QRG/Crew Stations**

1. What is the correct weight of a finished regular shake?
 - a. 315 grams +/- 5g
 - b. 320 grams +/- 5g
 - c. 330 grams +/- 5g
 - d. 335 grams +/- 5g
 - e. 360 grams +/- 5g

2. What is the defrost time of Toasted deli sandwich rolls?
 - a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 6 hours
 - e. 12 hours

3. How much milk must be added to an Oatso Simple?
 - a. 80 mls
 - b. 120 mls
 - c. 140 mls
 - d. 160 mls
 - e. 180 mls

4. How much tartare sauce is dispensed onto a Filet-o-fish?
 - a. 10 mls
 - b. 20 mls
 - c. 25 mls
 - d. 30 mls
 - e. 40 mls

5. What is the temperature of the top platen of the clamshell grill?
 - a. 177°C
 - b. 179°C
 - c. 188°C
 - d. 215°C
 - e. 218°C

6. What is the calibration standard for soft serve?
 - a. 150g in 9 seconds
 - b. 155g in 9 seconds
 - c. 160g in 9 seconds
 - d. 165g in 9 seconds
 - e. 170g in 9 seconds

7. What should the minimum internal temperature of cooked beef be?
- 60°C
 - 63°C
 - 68°C
 - 70°C
 - 75°C
8. What temperature should the UHC be set at for main menu?
- 63°C
 - 79°C
 - 85°C
 - 90°C
 - 93°C
9. What is the syrup pump pressure for bulk Coke?
- 60 – 65psi
 - 65 – 70psi
 - 70 – 90psi
 - 75 – 80psi
 - 80 – 85psi
10. What is the flow rate for a standard Coke valve?
- 150ml in 4 seconds
 - 150ml in 5 seconds
 - 150ml in 6 seconds
 - 150ml in 8 seconds
 - 150ml in 10 seconds
11. What is the cooking time for chicken patties?
- 185 seconds
 - 195 seconds
 - 200 seconds
 - 215 seconds
 - 225 seconds
12. What is the holding time for streaky bacon in the UHC during the breakfast shift?
- 10 minutes
 - 20 minutes
 - 30 minutes
 - 40 minutes
 - 60 minutes
13. What is the secondary shelf life (including defrost) of frozen buns once removed from the freezer?
- 24 hours
 - 36 hours
 - 48 hours
 - 72 hours
 - 96 hours

14. What is the shredded lettuce yield?
- a. 27-31 sandwiches per kg
 - b. 30-33 sandwiches per kg
 - c. 31-35 sandwiches per kg
 - d. 33-37 sandwiches per kg
 - e. 35-39 sandwiches per kg
15. What is the maximum holding time for scrambled eggs in the UHC?
- a. 5 minutes
 - b. 10 minutes
 - c. 15 minutes
 - d. 20 minutes
 - e. 25 minutes
16. What is the finished product weight of a flurry?
- a. 150g
 - b. 155g
 - c. 160g
 - d. 165g
 - e. 170g
17. What is the maximum stacking height of 10:1 meat in the freezer?
- a. 4
 - b. 8
 - c. 6
 - d. 9
 - e. 12
18. What is the shelf life of a Premium salad once it has been made up?
- a. 4 hours
 - b. 6 hours
 - c. 8 hours
 - d. 12 hours
 - e. 24 hours
19. What is the 'freeze down' time for reach in freezers?
- a. 45 minutes
 - b. 60 minutes
 - c. 80 minutes
 - d. 90 minutes
 - e. 120 minutes
20. How often should the temperature calibration on the UHC be checked?
- a. Daily
 - b. Twice weekly
 - c. Weekly
 - d. Monthly
 - e. Quarterly

21. What is the tempering time for lettuce?
- 30 minutes
 - 1 hour
 - 1 hour 30 minutes
 - 2 hours
 - 3 hours
22. What is the Big Mac Sauce Yield?
- 34-36 servings per tube
 - 36-38 servings per tube
 - 40-42 servings per tube
 - 44-46 serving per tube
 - 46-48 serving per tube
23. What is the calibration standard for milkshake syrups?
- 15ml oz in 1 sec
 - 300ml oz in 1 sec
 - 30ml oz in 5 sec
 - 30ml oz in 10 sec
 - 30ml oz in 20 sec
24. What is the cooking time for 1 porridge in either a 1000 or 1100 watt microwave?
- 75 seconds
 - 78 seconds
 - 80 seconds
 - 82 seconds
 - 84 seconds
25. What is the recommended Toasting time for a Toasted Deli roll?
- 15 seconds
 - 20 seconds
 - 21 seconds
 - 30 seconds
 - 31 seconds
26. What is the cooking time for 1 set of Pancakes in either the 1000 or 1100 watt microwaves?
- 40 seconds
 - 45 seconds
 - 50 seconds
 - 55 seconds
 - 60 seconds
27. What is the temperature of the deli steamer?
- 171°C
 - 176°C
 - 185°C
 - 193°C
 - 196°C

28. What is the cooking time for folded eggs?
- a. 25 seconds
 - b. 30 seconds
 - c. 35 seconds
 - d. 40 seconds
 - e. Use visual characteristics
29. What is the minimum shelf life on arrival at store of shell eggs?
- a. 15 days
 - b. 20 days
 - c. 45 days
 - d. 60 days
 - e. 90 days
30. How much ketchup is dispensed on a Quarter Pounder with cheese?
- a. 10 mls
 - b. 15 mls
 - c. 20 mls
 - d. 25 mls
 - e. 30 mls
31. How much ice cream should be placed on a Mix 'n Muddle dessert?
- a. 70g
 - b. 75g
 - c. 80g
 - d. 85g
 - e. 90g
32. What is the maximum time for removing 10:1 meat from the grill?
- a. As quickly as you can after the clam rises
 - b. 15 secs
 - c. 12 secs
 - d. 18 secs
 - e. 20 secs
33. What is the warm up time for the UHC?
- a. 15 mins
 - b. 20 mins
 - c. 25 mins
 - d. 30 mins
 - e. 45 mins
34. What is the warm up time for a fry vat?
- a. 20 mins
 - b. 30 mins
 - c. 45 mins
 - d. 60 mins
 - e. 90 mins

35. What is the minimum cooking time for 10:1 meat?

- a. 41 secs
- b. 42 secs
- c. 43 secs
- d. 44 secs
- e. 46 secs

36. What is the cooking time for hash browns?

- a. 165 seconds
- b. 160 seconds
- c. 175 seconds
- d. 185 seconds
- e. 195 seconds

37. What is the defrost time for Breakfast Muffins in the defrost rack?

- a. 4 hours
- b. 8 hours
- c. 2 hours
- d. 12 hours
- e. 16 hours

38. What is current fry yield? (Regular servings per 100kg)

- a. 868-888
- b. 888-908
- c. 878-908
- d. 888-898
- e. 868-908

39. How long do cheese slices need to be tempered for?

- a. 30 minutes
- b. 1 hour
- c. 2 hours
- d. 3 hours
- e. 4 hours

40. How many meatballs are placed on a Meatball Preset?

- a. 5
- b. 6
- c. 7
- d. 8
- e. 9

41. What is the minimum shelf life of Chicken McNuggets?

- a. 30 days
- b. 40 days
- c. 50 days
- d. 60 days
- e. 70 days

42. How much salt does the Accusalt dispense?

- a. 1 g
- b. 2.5 g
- c. 4 g
- d. 4.5 g
- e. 5 g

43. When making up Chicken Salad Deli presets what is the maximum amount of presets per pot?

- a. 6
- b. 8
- c. 10
- d. 12
- e. 15

44. What is the shelf life of eggs once cracked?

- a. 15 minutes
- b. 30 minutes
- c. 45 minutes
- d. 60 minutes
- e. 120 minutes

45. What is the warm up time for the Apple Pie Merchandiser?

- a. 30 minutes
- b. 45 minutes
- c. 60 minutes
- d. 90 minutes
- e. 120 minutes

46. Why should you never place 2 baskets of French fries into the same vat at the same time?

- a. The cooking time will be reduced
- b. The fries will be overcooked
- c. The fries will be undercooked
- d. The vat temperature will drop too low
- e. c & d only

47. How much brown sauce should be dispensed on a bacon roll?

- a. 10 ml
- b. 15 ml
- c. 20 ml
- d. 25 ml
- e. 30 ml

48. What is the defrost time for pre-cooked pancakes?

- a. 1 hours
- b. 2 hours
- c. 8 hour
- d. 12 hours
- e. 24 hours

49. What is the shelf life of sweet chilli sauce on the Deli station?
- a. 8 hours
 - b. 12 hours
 - c. 48 hours
 - d. 24 hours
 - e. 72 hours
50. What is the tray capacity of Filet-o-Fish in the UHC?(per 1/3 tray)
- a. 4
 - b. 6
 - c. 8
 - d. 12
 - e. 16
51. What is the minimum shelf life on arrival to store of salad leaves and tomatoes?
- a. 2 days
 - b. 3 days
 - c. 4 days
 - d. 5 days
 - e. 6 days
52. What is the weight of a medium fries portion?
- a. 88g
 - b. 96g
 - c. 114g
 - d. 125g
 - e. 172g
53. What is the maximum holding time for coffee beans in the machine?
- a. 12 hours
 - b. 24 hours
 - c. 7 days
 - d. 14 days
 - e. 21 days
54. What is the minimum shelf life of Brown Sauce?
- a. 30 days
 - b. 45 days
 - c. 60 days
 - d. 75 days
 - e. 90 days
55. Filet portions should be salted prior to placing onto the dressed bun?
- a. True
 - b. False
56. When putting away a delivery, within what time must frozen meat products be put away?
- a. 20 minutes
 - b. 30 minutes
 - c. 45 minutes
 - d. 60 minutes
 - e. As quickly as you can

57. The mustard dispenser is only filled halfway because:

- a. It dries out and forms a skin
- b. It is very expensive
- c. It might be split
- d. There should be room to dilute it
- e. All of the above

58. What is the warm up time for a regular toaster?

- a. 15 minutes
- b. 20 minutes
- c. 30 minutes
- d. 45 minutes
- e. 60 minutes

59. Where should the temperature of your delivery be taken?

- a. On the tailgate before it is lowered
- b. On the tailgate after it has been lowered
- c. At the back door
- d. On the lorry
- e. In the back yard

60. What is the minimum shelf-life of semi-skimmed milk bottles on arrival at the restaurant?

- a. 3 days
- b. 4 days
- c. 5 days
- d. 6 days
- e. 7 days

61. How often should the roller tension be checked on the Vertical Toaster?

- a. Daily
- b. Weekly
- c. Monthly
- d. Quarterly
- e. 6 Monthly

62. How long does it take dehydrated onions to rehydrate?

- a. 1 hour
- b. 2 hours
- c. 3 hours
- d. 4 hours
- e. 5 hours

63. What is the shelf life of Chicken Nugget BBQ dips?

- a. 20 days
- b. 40 days
- c. 30 days
- d. 60 days
- e. 90 days

64. What is the shelf life of Curry dips?

- a. 20 days
- b. 40 days
- c. 30 days
- d. 60 days
- e. 90 days

65. What is the Water pressure set at on the Rapid Steamer?

- a. 5- 10psi
- b. 10-20psi
- c. 20-30psi
- d. 28-30psi
- e. 30-40psi

66. A large portion of fries should weigh?

- a. 160 grams
- b. 172 grams
- c. 180 grams
- d. 182 grams
- e. 185 grams

67. Two Deli Chicken presets should steam for 42 seconds?

- a. True
- b. False

68. What is the cooking time of Chicken McNuggets?

- a. 3 minutes 15 seconds
- b. 3 minutes 30 seconds
- c. 3 minutes 45 seconds
- d. 4 minutes
- e. 4 minutes 15 seconds

69. What is the shelf life for reconstituted onions in the grill area?

- a. 1 hour
- b. 2 hours
- c. 4 hours
- d. No limit
- e. None of the above

70. What is the warm up time for Regular toasters?

- a. 15 minutes
- b. 20 minutes
- c. 30 minutes
- d. 45 minutes
- e. 60 minutes

71. What is the minimum recommended shelf life of pickles on arrival at the restaurant?

- a. 30 days
- b. 45 days
- c. 60 days
- d. 90 days
- e. 120 days

72. What is the shelf life of Vittel Water?

- a. 30 days
- b. 45 days
- c. 90 days
- d. 120 days
- e. None of the above

73. What is the shelf life of Fruit Shoots?

- a. 60 days
- b. 70 days
- c. 80 days
- d. 90 days
- e. 100 days

74. At what temperature range is the recovery time checked on electric vats?

- a. 131-158 °C
- b. 135-163 °C
- c. 138-165 °C
- d. 140-165 °C
- e. 145-173 °C

75. What is the fast flow water flow rate for all sugar-based syrups?

- a. 300 ml in 4 seconds
- b. 300 ml in 5 seconds
- c. 500 ml in 4 seconds
- d. 600 ml in 6 seconds
- e. None of the above

76. What is the shelf life of Fanta Orange?

- a. Indefinite
- b. 40 days
- c. 60 days
- d. 90 days
- e. None of the above

77. What is the amount of mustard on a Quarter Pounder?

- a. 0.5ml
- b. 0.6ml
- c. 0.7ml
- d. 0.8ml
- e. 0.9ml

78. The shelf life of Pancakes is 90 days?

- a. True
- b. False

79. The bottom of the grill should be 135°C when Scrambling Eggs?

- a. True
- b. False

80. One portion of porridge cooks for 78 seconds in a 1000-watt oven?
- True
 - False
81. How much sandwich sauce is dispensed onto a McChicken Sandwich?
- 10ml
 - 15ml
 - 18ml
 - 20ml
 - 25ml
82. What is the shelf life of Heinz Bulk Ketchup?
- 30 days
 - 60 days
 - 90 days
 - 120 days
 - 180 days
83. How often should a Full Maintenance Check be completed on the Fryers?
- Daily
 - Twice weekly
 - Weekly
 - Monthly
 - Quarterly
84. What is the defrost time for streaky bacon?
- 1 hour
 - 4 hours
 - 7 hours
 - 24 hours
 - 48 hours
85. A customer complains of dry scrambled eggs. What could be the cause?
- Eggs not at room temperature when cooked
 - Eggs left on grill too long
 - Eggs not scrambled long enough
 - Raw eggs out of time at dressing table
 - None of the above
86. What is the shelf life of McChicken Patties on arrival at the restaurant?
- 30 days
 - 45 days
 - 50 days
 - 60 days
 - 90 days
87. A customer complains their hash browns are dark, greasy and soggy. What is the possible cause?
- The customer standards are too high
 - The shortening is too old
 - The customer bought it 20 minutes ago
 - The product has been left over the vat too long
 - b & d only

88. What should you do with unused shell eggs at the end of the breakfast shift?
- Put them in the Chiller
 - Put them in the Chiller and use first next day
 - Put them in the Red Bin
 - Put them in the Freezer for 30 minutes
 - Put them in the backroom bin and enter as raw waste in the ISP
89. If frozen buns are taken out of the freezer at 11.30 on the 5th of June they should be discarded:
- 11.30 6th of June
 - 17.30 6th of June
 - 11.30 7th of June
 - 11.30 8th of June
 - 11.30 9th of June
90. Product Temperatures should be checked whilst the cages are at ground level on the vehicles tailgate
- True
 - False

Transition to Management

91. We can respect people if we...
- Value others' points of view
 - Take time to develop positive relationships
 - Invest in the development of others so they can reach their full potential
 - Treat others with respect and dignity
 - All of the above
92. As a Shift Manager you are responsible for the following when running the shift...
- Quality and Service
 - Cleanliness
 - Profit
 - All of the above
 - A & B only
93. We strive to be the best if we...
- Are committed to an excellent customer experience every time
 - Have a relentless 'can do' attitude
 - Strive to exceed goals and targets for standards of performance
 - All of the above
 - None of the above
94. In which year did McDonald's open it first Restaurant in the UK?
- 1974
 - 1975
 - 1976
 - 1977
 - 1978

95. The Big Mac was introduced to the menu in what year?

- a. 1966
- b. 1967
- c. 1968
- d. 1969
- e. 1970

Area Management

96. Which of these tasks is an A priority and should be dealt with immediately?

- a. Stock up the cold cups when half full
- b. Clean the ceiling vents
- c. Fix the crew stereo
- d. Deal with a spillage on the dining area
- e. Do tomorrow's floor plan

97. Which of these tasks is an A priority and should be dealt with immediately?

- a. Overheld food in the production bin
- b. One of the toaster timers has stopped working
- c. The freezer needs pulling
- d. The Muffins for tomorrow's breakfast shift need getting out of the freezer to defrost
- e. A and D only

98. I will pass an SOC if I fail one of the critical factors but get an overall score of 92%.

- a. False
- b. True

99. What system do we have, when running an area, for prioritising tasks?

- a. 1st, 2nd, 3rd, 4th, 5th
- b. A, B, C
- c. X, Y, Z
- d. Six Steps
- e. We don't have a system

100. Which of the following is a Danger Zone?

- a. 3 or more cars in the Drive Thru queue
- b. 4 or more cars in the Drive Thru queue
- c. 5 or more cars in the Drive Thru queue
- d. 10 or more cars in the Drive Thru queue
- e. A queue of cars out of the car park

101. What should the pass rate be for the Critical Factor on all SOC's?

- a. 80%
- b. 85%
- c. 90%
- d. 95%
- e. 100%

102. What is stocking for 24/2?

- a. Stocking up for 24 hours of dry stock and 2 hours of chilled and frozen stock
- b. Stocking up for 24 hours of paper stock and 2 hours of food
- c. Stocking up for 24 hours of dry and frozen stock and 2 hours of chilled stock
- d. Stocking up for 24 hours of dry stock and 2 hours of buns and shake mix
- e. Stocking up for 24 hours of all stock and checking the levels every 2 hours

103. A travel path should be conducted every...

- a. 10 minutes
- b. 20 minutes
- c. 30 minutes
- d. 40 minutes
- e. 60 minutes

104. The ABC of Training is:

- a. Able – Begin - Clarify
- b. Able – Breakdown – Clarify
- c. Attention – Begin – Clarify
- d. Attention – Bewilder – Check
- e. Attention – Breakdown – Check

105. What can you do to improve order accuracy?

- a. Listen carefully to customers
- b. Repeat the order back to the customer
- c. Enter the order accurately into the till
- d. Double check the order before presenting it to the customer
- e. All of the above

106. Two types of follow up are...

- a. Open and closed
- b. Verbal and visual
- c. Follow in and follow out
- d. Primary and secondary
- e. Regular and extra

107. Which of the following could cause queues on the front counter

- a. Crew not positioned correctly
- b. Friendly crew
- c. Crew not following the correct procedures
- d. All of the above
- e. A and C only

108. How many SOCs do I need to pass on each area?

- a. 16
- b. 1
- c. 4
- d. 2
- e. 18

109. What are Aces?

- a. Crew that take short cuts
- b. Underperformers
- c. Crew you can rely on and who meet the standards of performance consistently
- d. Bossy crew
- e. All of the above

110. The four ways to build trust are...

- a. Keep commitments, Be open, Be competent, Act in others' best interests
- b. Keep promises, Keep secrets, Look after yourself, Have favourites
- c. Keep commitments, Make people laugh, Have fun on shift, Be serious when the boss is around
- d. Count the safe accurately, Make sure you till is never down, Corrective coach, Give retraining slips if the crew till are short
- e. Keep commitments, Lead by example, Shout at crew who get it wrong, Say Thank you at the end of the shift

111. What are the 3 C's?

- a. Cleanliness, Co operation, Co ordination
- b. Cleanliness, Communicate, Crew Meetings
- c. Communication, Co operation, Co ordination
- d. Communication, Clean as you go, Carry on
- e. Communication, Co operation, Clean as you go

112. What is the decision making process?

- a. Observe, Take action, ABC, Follow through
- b. Observe, Prioritise, Decide, Communicate
- c. Observe, ABC, Travel Paths, To do lists
- d. Observe, Communicate, Decide, Prioritise
- e. Observe, Pre Shift, Delegation, Post Shift

113. Which of the following is a Danger Zone?

- a. Less than 5 orders of fries prepared
- b. Less than 4 orders of fries prepared
- c. Less than 3 orders of fries prepared
- d. Less than 2 orders of fries prepared
- e. Less than 1 order of fries prepared

114. Which of the following is Danger Zone?

- a. 3 or more cars in the Drive Thru queue
- b. 3 or more labels printed on the Deli printer
- c. 3 or more customers in a queue at the front counter
- d. 3 or more cars in the Drive Thru queue
- e. All of the above

115. Which of the following is not a Job Specific SOC?

- a. Hygiene & Food Safety
- b. DPSC
- c. Delivery
- d. Filtering
- e. Milkshake & Soft Serve machine

116. What do you need to conduct the pyrometer ice check?
- Pyrometer, cold cup filled with ice and cold water, needle probe
 - Pyrometer, flurry filled with ice cream and cold water, needle probe
 - Pyrometer, hot cup filled with ice and cold water, box checker
 - Pyrometer, hot cup filled with ice and cold water, needle probe
 - Pyrometer, hot cup filled with ice and cold water, grill probe
117. How much salt is dispensed using an accusalt?
- 1g
 - 2g
 - 2.25g
 - 2.5g
 - 5g
118. What is the maximum amount of time that a product can be left to drain over the vat?
- 0-5 seconds
 - 5-10 seconds
 - 10-15 seconds
 - 15-20 seconds
 - 20-25 seconds
119. What should blue polythene gloves be used for?
- Handling mix and eggs
 - Handling raw shell eggs only
 - Handling mix and salads
 - Handling eggs and raw beef
 - Completing a waste count only
120. What order should products be put away on deliveries?
- Chilled, Frozen (Meat, Buns, Desserts, Potato products), Dry
 - Frozen (Meat, Buns, Desserts, Potato products), Dry, Chilled
 - Frozen (Meat, Buns, Desserts, Potato products), Chilled, Dry
 - Meat/Chicken, Chilled, Frozen, Dry, Bulk Coke
 - Meat/Chicken, Frozen, Chilled (Shake mix first), Dry, Bulk Coke
121. Which of the following are characteristics of old cooking oil?
- Dark colour
 - Excessive smoking
 - Slow, lazy bubbles
 - Sour taste
 - All of the above
122. Can the digital display outside the main freezer and chiller be used for to measure the air and product temperature of these units?
- Yes – all the time
 - No – they never work
 - Yes – for the second and third reading of the day, if they are within 1°C of the actual air and product temperatures taken with a pyrometer on the first check of the day
 - Yes – if an engineer has checked them out
 - Yes – if you can't find the pyrometer

123. It is considered Gross Misconduct to falsify DPSC records?

- a. True
- b. False

124. A medium setting of 450g on the Arch Fryer will produce 5 small fries?

- a. True
- b. False

125. If you are selling greasy/soggy fries, the problem could be:

- a. Computer is not working
- b. Fries have dehydrated
- c. Fryer has slow recovery time
- d. Shortening is too cold
- e. All of the above

126. What is the minimum cooking time for sausage patties?

- a. 63 seconds
- b. 42 seconds
- c. 66 seconds
- d. 60 seconds
- e. 46 seconds

127. What are the 6 enemies of shortening?

- a. Carbon, heat, salt, nitrogen, air, bubbles
- b. Bubbles, smoke, decomposition, salt, detergent, carbon
- c. Carbon, heat, air, water, salt, detergent
- d. Carbon, cold air, water, salt, detergent, bubbles
- e. Hair, water, chemicals, carbon, air, salt

128. What is the maximum removal time for 4:1 meat?

- a. 15 seconds
- b. 12 seconds
- c. 5 seconds
- d. 10 seconds
- e. 20 seconds

129. The Deli station preset rail temperature should be...

- a. 2°C to 4°C taken using the air probe
- b. 2°C to 4°C taken using the grill surface probe
- c. -7°C to -9°C taken using the air probe
- d. -7°C to -9°C taken using the grill surface probe
- e. -7°C to -9°C taken using the needle probe

130. What temperature should the cooking oil be at when you filter the vats?

- a. Below 50°C
- b. 100°C
- c. 182°C
- d. 225°C
- e. Cooking temperature

131. A minimum of how many people should be scheduled to accept a delivery?

- a. 3
- b. Depends on the availability of the staff
- c. 1
- d. 2
- e. 4

132. Which of the following is **not** a grill production mode?

- a. Call as needed
- b. Pull lay
- c. Bun Lay
- d. Continuous
- e. Bun drop

133. What temperature should the cooking oil be at when the vats are dropped?

- a. Below 50°C
- b. 100°C
- c. 182°C
- d. 225°C
- e. Cooking temperature

134. Which statement best describes why we wear clear gloves?

- a. Clear gloves protect the hands from bacteria on the food
- b. Clear gloves protect the hands from chemicals
- c. Clear gloves protect the food from bacteria on the hand
- d. Clear gloves keep the hands clean
- e. None of the above

135. Who can take the temperatures of frozen and chilled food during a delivery?

- a. Any crew person
- b. Only the driver
- c. Only the Shift Manager
- d. The Shift Manager or a trained Delivery Person
- e. Only the First Assistant or above

First Aid

136. How would you treat a minor burn?

- a. Put on burn cream
- b. Cover with plastic such as cling film
- c. Put burn under cold water for at least ten minutes
- d. Apply tight dressing
- e. Put burn under hot water for at least ten minutes

137. What is the sequence for giving an unconscious casualty chest compressions?

- a. 2 rescue breaths, 15 chest compressions, 2 rescue breaths
- b. 30 chest compressions, 2 rescue breaths, 30 chest compressions
- c. 2 rescue breaths, 30 chest compressions, 2 rescue breaths
- d. 5 chest compressions, 5 rescue breaths, 5 chest compressions
- e. None of the above

138. Shift Managers need to attend a First Aid refresher course....

- a. Every year
- b. Every 2 years
- c. Every 3 years
- d. Every 5 years
- e. Every 8 years

139. Which of the following are symptoms of shock?

- a. Rapid pulse, pale cold clammy skin
- b. Slow pulse, pale cold skin and sweating
- c. Anxiety, swelling of tongue and throat
- d. Breathlessness, sense of impending doom, blueness at lips
- e. Sore arms

140. What position do you put a person is who you suspect may be suffering from a heart attack?

- a. Raise legs higher than heart
- b. Half sitting position with knees bent
- c. On side, with arm supporting head
- d. On chair, arm supporting head, leaning forward
- e. Ask them to stand up and then put one hand on their head

Food and Restaurant Safety

141. What are the ideal storage conditions for dry foods?

- a. Humid, cool, clean, rodent proof
- b. Well ventilated, cool, clean and rodent proof
- c. Dark, cool, clean and pest free
- d. Cool, clean, warm and pest free
- e. Cool, tidy, warm and humid

142. Which of the following would most likely indicate that the cause of illness was a toxic chemical?

- a. Onset: 30 minutes. Symptoms: vomiting and abdominal pain
- b. Onset: 4 hours. Symptoms: diarrhoea and some abdominal pain
- c. Onset: 8 hours. Symptoms: vomiting and neck pain
- d. Onset: 12 hours. Symptoms: prostration and abdominal pain
- e. Onset: 24 hours. Symptoms: vomiting and abdominal pain

143. Which of the following are signs of mouse infestation?

- a. Droppings
- b. Dead bodies
- c. Gnawed pipes
- d. Empty bait boxes
- e. All of the above

144. What is HACCP?

- a. An important part of the new Crew orientation
- b. A management system which identifies, evaluates and controls hazards which are significant for food safety
- c. A new production mode for BOP stores
- d. The law regarding how much fat is allowed in certain food
- e. HACCP is only dealt with by the Operations Consultant or Franchisee

145. The onset time for Bacterial Food Poisoning is usually...

- a. 1 to 2 hours
- b. 1 to 36 hours
- c. 5 to 20 hours
- d. 48 hours or more
- e. 1 week or more

146. Refrigerated storage destroys food poisoning bacteria

- a. True
- b. False

147. When can an Environmental Health Officer carry out a routine inspection of food premises

- a. At all reasonable hours
- b. Only during a week day
- c. Only up until 9.30pm
- d. Between 9am and 5pm only
- e. During the open or close

148. Work surfaces used when preparing food should be hard wearing, impervious and easy to clean

- a. True
- b. False

149. Managers can improve hygiene if they.....

- a. Never follow procedures
- b. Shout at crew a lot
- c. Lead by example
- d. All of the above
- e. None of the above

150. What is the best temperature for most food poisoning organisms to multiply?

- a. 0°C
- b. 3°C
- c. 8°C
- d. 15°C
- e. 37°C

151. Frozen food must be stored at

- a. 2°C - 4°C
- b. 0°C or less
- c. -5° or less
- d. -12°C or less
- e. -18°C or less

152. What temperature range is the Danger Zone?

- a. 0°C - 50°C
- b. 5°C - 50°C
- c. 5°C - 63°C
- d. 37°C - 63°C
- e. 50°C - 80°C

153. Which of the following is true?

- a. Food handlers with diarrhoea never need to visit a doctor before returning to work
- b. A food handler with salmonella can return to work 48 after symptoms have gone
- c. It is not a legal requirement for food handlers to report illness which may contaminate food
- d. Viruses causing gastroenteritis multiply in food
- e. None of the above

154. Which of the following are good practice regarding the hands of food handlers

- a. Kept clean, short nails with clear nail varnish, no hair and wearing gloves
- b. Kept clean, false nails, regular manicure and wearing gloves
- c. Rounded nails, no rings, no nail varnish and kept wet
- d. Short nails, kept clean, no false nails and kept dry
- e. All of the above

155. How Many Critical Control Points are there in McDonald's?

- a. 3
- b. 4
- c. 5
- d. 6
- e. 8

156. Water for hand washing before handling food should be at what temperature?

- a. Lukewarm
- b. 10°C - 30°C
- c. 42°C - 45°C
- d. 60°C or above
- e. 70°C - 75°C

157. What are the benefits of good hygiene training?

- a. Safe food
- b. Meets Legal Requirements
- c. Good Company Image
- d. All of the above
- e. None of the above

158. What is needed for bacterial growth?

- a. Heat, Moisture, Time, Food
- b. Heat, Moisture, Food, Light
- c. Heat, Bacteria, Time, Light
- d. Heat, Moisture, Bacteria, Light
- e. Heat, Moisture, Food

159. What does HACCP stand for?

- a. Hazard And Critical Control Points
- b. Hazard Analysis Critical Control Points
- c. Health And Critical Control Points
- d. Hygiene Analysis Critical Control Points
- e. Hygiene And Critical Control Points

160. What are the four types of food safety contamination/hazard?

- a. Microbiological Contamination, Physical Contamination, Chemical Contamination, Allergenic Hazard
- b. Microbiological Contamination, Physical Contamination, Cockroach Contamination, Pest Hazard
- c. Metal Contamination, Physical Contamination, Foreign Objects, Pest Hazard
- d. Microbiological Contamination, Physical Contamination, Chemical Contamination, Pests
- e. Metal Contamination, Physical Contamination, Chemical Contamination, Allergenic Hazard

Customer Care

161. What style of shoes are appropriate for work in the Dining Area?

- a. Open toed sandals
- b. Canvas shoes
- c. Black polished shoes – flat, comfortable with slip resistant soles covering the foot
- d. Trainers
- e. All of the above

162. Green brushes are for...

- a. Outdoor cleaning
- b. Cleaning in the toilet areas
- c. General indoor cleaning
- d. Shake machine cleaning
- e. Food preparation cleaning

163. Blue brushes are for...

- a. Outdoor cleaning
- b. Cleaning in the toilet areas
- c. General indoor cleaning
- d. Shake machine cleaning
- e. Food preparation cleaning

164. Which of the following is not a Match-up product?

- a. Sanitiser
- b. Degreaser
- c. Liquid Cleanser
- d. Glass Cleaner
- e. Quarry Tile Floor Cleaner

165. What percentage of our customers' experience depends on our body language?

- a. 75%
- b. 80%
- c. 85%
- d. 90%
- e. 100%

166. When customers come into the restaurant they expect...

- a. The restaurant to be physically clean and inviting
- b. A dedicated person actually cleaning on the dining area, as well as assisting customers and displaying hospitality gestures
- c. All employees wearing neat, clean and ironed uniforms
- d. All of the above
- e. A & C only

167. How often should the toilets be checked?

- a. Every 5 minutes
- b. Every 15 minutes
- c. Every 30 minutes
- d. Every 45 minutes
- e. Every 60 minutes

168. What does CAYG stand for?

- a. Call as you go
- b. Clean as you go
- c. Cleaning's always your goal
- d. Coordinate as you go
- e. Clean and you gleam

169. It is acceptable to cover visible piercing with blue plaster at work

- a. True
- b. False

170. How often should bins be changed?

- a. $\frac{1}{4}$ Full
- b. $\frac{1}{2}$ Full
- c. $\frac{3}{4}$ Full
- d. Completely Full
- e. When you have time

171. What should Blue Border Cloths be used for cleaning?

- a. Only blue surfaces
- b. Dirty cleaning tasks
- c. Children's high chair trays
- d. Food Surfaces
- e. We do not use Blue Border Cloths

172. What are the five Hospitality actions?

- a. Cleanliness, Hospitality, Accuracy of order, Real welcome and thank you, Crew Member as the Hospitality Ambassador
- b. Cooking, Hamburgers, Accuracy of order, Real smile, Managing the Dining Area
- c. Cleanliness, Hospitality gestures, Accuracy of order, Real welcome and thank you, Manager as the Hospitality Ambassador
- d. Cooking, Hospitality, Always in a hurry, Real welcome and thank you, Manager as the Hospitality Ambassador
- e. Cooking, Hamburgers, Accuracy of order, Real welcome and thank you, Manager as the Hospitality Ambassador

173. Children should be treated as...

- a. Adults
- b. More important than adults
- c. Stars
- d. Unimportant
- e. None of the above

174. When mopping the floors you should ensure that spillages are

- a. Cleaned up without delay and others are warned of the spill
- b. Cleaned up within 5 minutes and others are warned of the spill
- c. Cleaned up within 10 minutes and others are warned of the spill
- d. Cleaned up within 15 minutes and others are warned of the spill
- e. Cleaned up within 20 minutes and others are warned of the spill

175. What is the 2-metre rule?

- a. Mopping 2 square metres at a time
- b. Ensuring that queues at the front the counter do not exceed 2 metres long
- c. Acknowledging customers that come within 2 metres of where you are standing
- d. Standing 2 metres away from customers who are behaving aggressively
- e. All of the above

176. Yellow brushes are for...

- a. Outdoor cleaning
- b. Cleaning in the toilet areas
- c. General indoor cleaning
- d. Shake machine cleaning
- e. Food preparation cleaning

177. When talking to customers a good guide is....

- a. 30% eye contact
- b. 50% eye contact
- c. 75% eye contact
- d. 90% eye contact
- e. 100% eye contact

178. What are the four steps to customer recovery?

- a. Listen, Argue, Sort it out, Find the number for Customer Services
- b. Listen, Anticipate, Sympathise, Find a Manager
- c. Listen, Ask Questions, Sympathise, Find a Manager
- d. Listen, Ask Questions, Sympathise, Fix it later today
- e. Listen, Ask Questions, Sympathise, Fix it Now

179. Magic Moments can include...

- a. Finding a seat for a customer with a child
- b. Explaining the menu to a customer on their first visit to McDonald's
- c. Greeting regular customers by name
- d. All of the above
- e. A and B only

180. Red brushes are for...

- a. Outdoor cleaning
- b. Cleaning in the toilet areas
- c. General indoor cleaning

- d. Shake machine cleaning
- e. Food preparation cleaning

Shift Management

181. What are the benefits of coaching?

- a. Motivates crew to perform
- b. Improves operations
- c. Helps people develop skills and knowledge to better perform their job
- d. Improves employee' commitment
- e. All of the above

182. Why should you always follow up on tasks that have been delegated?

- a. To assess the standard of work
- b. To help maintain high levels of QSC
- c. It gives the opportunity to praise a job well done
- d. It gives the opportunity to corrective coach if necessary
- e. All of the above

183. You should split the Order Taking and Cashier functions when you have how many crew working Drive Thru?

- a. 3
- b. 4
- c. 5
- d. 6
- e. 7

184. How often should a QSC Travel Path be completed?

- a. Every 15 minutes
- b. Every 25 Minutes
- c. Every 30 Minutes
- d. Every 60 Minutes
- e. 5 times during your shift

185. Which of the following is a C Priority?

- a. A Health and Safety or Food Safety issue
- b. Something that affects QSC delivered to the customer
- c. An operational barrier (that does not directly affect the customer)
- d. Something that affects the appearance and function of the restaurant
- e. A and B only

186. What do we call the concept of keeping crew from leaving their position during the peak period to avoid danger zones?

- a. Don't leave your station (DLYS)
- b. Stay in Place (SIP)
- c. Travel Path
- d. Shift Positioning Map
- e. Production

187. What do we call telling someone specifically what they did well, so they repeat the behaviour again?

- a. Constructive feedback
- b. Appreciative feedback
- c. Negative feedback
- d. Shift feedback
- e. Static feedback

188. Where should you position a second manager when there are 8 or more crew on the floor?

- a. Drive Thru
- b. Maintenance
- c. Production
- d. Front Counter
- e. Dining Area

189. What is the Shift Management Process?

- a. Front, Back and Lobby
- b. Pre Shift, Managing the Shift and Post Shift
- c. Open, Serve Customers, Close
- d. Conduct a travel path, work the floor, cash up, go home
- e. None of the above

190. Which of the following issues found on a travel path would be the Shift Manager's number one priority?

- a. Wet Floor in dining area
- b. Soap dispenser in the toilets is empty
- c. Weeds growing near the car park
- d. Stacks need ajaxing
- e. Breakfast dive needs finishing

191. What is the definition of Floor Control?

- a. The co-ordination of equipment to achieve a smooth business, delivering outstanding Mystery Shopper to each customer, every time
- b. The co-ordination of people, product and equipment to achieve a smooth and profitable business and score 100% on Mystery Shopper
- c. The co-ordination of people, product and equipment to achieve a smooth and profitable business, delivering outstanding QSC to each customer, every time
- d. The co-operation and co-ordination of people to achieve good QSC and a profitable business every time
- e. The co-ordination of people, product and equipment to achieve a smooth and profitable business and reduce food and labour costs

192. Ideally, you should be able to see the Front Counter, Kitchen and Drive Thru monitor from the Observation Post

- a. True
- b. False

193. What are three stages to Floor Control?

- a. Pre-shift plan, Implement shift plan, Follow up
- b. Pre-shift plan, Implement shift plan, Post shift analysis
- c. To-Do list, travel path, Post shift analysis
- d. Travel path, Implement shift plan, Post shift analysis
- e. None of the above

194. What are the 2 steps to floor control?

- a. Observation, Travel paths
- b. Travel paths, To do list
- c. Delegation, Follow up
- d. Pre shift, Post shift
- e. Observation, Action

195. Which of the following is a B Priority

- a. A Health and Safety or Food Safety issue
- b. Something that affects QSC delivered to the customer
- c. An operational barrier (that does not directly affect the customer)
- d. Something that affects the appearance and function of the restaurant
- e. A and B only

196. Overstocking can cause...

- a. Good yields and low waste
- b. Extra waste due to products reaching the end of their secondary shelf life
- c. Accurate inventory counts
- d. Improved quality standards
- e. All of the above

197. Which of the following could be used when setting shift targets?

- a. Service Times in the Drive Thru
- b. Peak hour car counts
- c. Individual till hours
- d. Amount of food wasted
- e. All of the above

198. What do we call telling someone specifically what they did, so they will not repeat the behaviour again?

- a. Constructive feedback
- b. Appreciative feedback
- c. Negative feedback
- d. Shift feedback
- e. Static feedback

199. Cabinet level charts should be used a guide to the amount of product that needs to be held in the UHC

- a. True
- b. False

200. Which of the following is an A Priority

- a. A Health and Safety or Food Safety issue
- b. Something that affects QSC delivered to the customer
- c. An operational barrier (that does not directly affect the customer)
- d. Something that affects the appearance and function of the restaurant
- e. A and B only

End.