







Name: \_\_\_\_\_

**\*\*OPTIONAL QUESTIONNAIRE\*\***

Date: \_\_\_\_\_

1. Today's date is Jan 2, 1999. You find two fruit bins one dated Jan 1, 1999 and one dated Jan 2, 1999. Both are acceptable to use. Which one do you choose to use?
2. The shop is slow, and you are folding towels. A customer ordered 2 drinks you know how to make. You...
  - a. Stop folding towels to make the drink
  - b. You ignore it because someone else will make it
  - c. You continue to fold towels because you're not done with your task
  - d. You ask your coworker who is working on a different station to make the drinks because they are already making drinks.
3. What are some things you can do when there are no customers?
4. Something came up and you cannot make your shift today. You need to be at work in 3 hours. Mark all the things you would do.
  - a. Tell your manager directly
  - b. Ask your coworkers if they can pick up your shift
  - c. Confirm your shift is filled
  - d. Post it on the group chat that you need help replacing your shift
  - e. Have your parents call the manager
5. You made a smoothie but you accidentally made too much. Do you fill it the very brim of the cup?
  - a. Yes! Give the customer everything!
  - b. No, when they grab the drink, it will spill over. Fill to appropriate level.
6. We close at 11pm. A big group comes in at 10:58pm and orders 10 drinks that will take 10 minutes to make. What do you do?
  - a. You cannot take their order because we will close by the time they get their order
  - b. You take their full order because it was placed before closing time
  - c. You can only take the order of 2 drinks because that's all the time you have before closing time.
  - d. You let them know that you are already closed
7. You are having a bad day because of personal issues at home. How would you handle it at work?
  - a. Put yourself on light duty because you need some rest.
  - b. Ask your supervisor to allow you extra break time.
  - c. Don't show up to work because you won't be able to perform at 100%, the team will understand
  - d. You set aside your personal issues and continue to perform at 100% like you do every day.

8. A customer is having a bad day and is not very pleasant to talk to. You...
  - a. Match their tone because you find it difficult to be cheerful around grumpy people.
  - b. Try to cheer them up by being extra courteous and quick.
  - c. Act neutral because you don't want to upset them.
  - d. Give them some time to wait so they can calm down.
  
9. It is okay to come to work after doing recreational/illegal drugs at home as long as you don't do it at Magic Cup. True or False?
  
10. Have you ever been a part of a team? Describe your experience and what role you normally play in a team.
  
11. Have you ever been in a conflict? Describe how you resolved it.
  
12. While you are on the register, a customer asks you a question that you are unsure how to answer. How would you approach this customer's question?
  - a. Answer the customer's question to the best of your ability.
  - b. Call on a team leader for help to answer the customer's question.
  - c. Truthfully respond to the customer, telling them you are unsure.
  
13. During your first week of working, you feel as though you are not liked by one of your coworker. What would be your first approach to this situation?
  - a. Bring this to the attention of a member of management.
  - b. Approach the coworker and attempt to clarify things with them.
  - c. Distance yourself from the coworker until you can make a better judgement.
  
14. Rank the following aspects of a work environment that you would prioritize.
  - a. Cleanliness
  - b. Customer Service
  - c. Efficiency
  - d. Order Accuracy
  - e. Friendly Coworkers

15. When serving customers, certain aspects of service may be sacrificed in order to better accommodate customers. Please choose one of the following answers that best fits your viewpoints.
- When serving customers, I may choose quantity over quality. I may prioritize sending out a higher amount of drinks in rapid succession, and sacrifice drink quality as a result. This means customers may have slightly lower quality drinks than usual in order to serve them faster.
  - When serving customers, I may choose quality over quantity. I may prioritize the quality of the drink customers receive, and sacrifice wait time as a result. This means customers will wait longer for their drinks in order to receive the best possible drink.
16. A customer claims to have had the same issues on 3 consecutive visits. They claim to have had the same cashier both times, and you are their cashier the third time. Their issue pertains to the quality of their drink. How do you approach this situation?
- Apologize to the customer and convey the fact that you were not the person who made the drink.
  - Excuse yourself and escalate the issue to a team leader.
  - Offer to refund the customer and apologize for the issue.
17. You notice that a team leader makes their drinks a different way from what you were taught. You feel it is significantly more efficient than the way you were taught. What do you do?
- Question the team leader, asking why their method is different from what you were taught.
  - Inherit the team leader's method, and begin making drinks the way they are making it.
  - Stick to what you were taught.
18. Please choose one statement that describes you the most and least. (Choose 1 for each)
- I am outgoing and energetic.
  - I am not easily stressed.
  - I love fast-paced environments.
  - I learn and adapt quickly to new roles.

19. A customer claims that there was supposed to be tapioca in one of the drinks they ordered, but, the drink had no tapioca. Typically, customers must pay for the addition of tapioca in their drinks, yet they are insistent on having it added without being charged. What do you do in this situation?
- a. Ensure quality customer service by giving the customer their tapioca.
  - b. Print a receipt of their order and point out tapioca was not a part of their order.
  - c. State that tapioca must be paid for and that you do not want to get in trouble, then apologize for the inconvenience
20. A customer asks you for a recommendation, but you are not very knowledgeable of the menu. You have tried a few drinks, and have one or two that you like. What do you do?
- a. Recommend your favorite drink.
  - b. Note popular drinks that you frequently see are ordered.
  - c. Escalate to a team leader.
  - d. State that you are still in training, so you believe that you cannot recommend anything yet.
21. You find yourself frequently working a drink station on your own. You also notice that your coworkers are frequently talking to each other and not doing much else. What do you do?
- a. Ask your team members for help on your station.
  - b. Report the issue to management.
  - c. Continue to work the station on your own for better practice.