



## OFFICIAL URBAN BIRD TEST

1. What 3 forms of payment are accepted?

1. CASH 2. CREDIT CARD 3. GIFT CARD

2. What information should the employee get from the customer when a delayed order is being placed? DATE & TIME FOR ORDER TO BE READY AND CUSTOMER NAME AND PHONE NUMBER

3. How many flavors come with the Chicken Tenders? 1 FLAVOR PER TENDER

4. Can the customer orders add a tender? How many can they add? YES, AS MANY AS THEY WANT

5. If given a \$50 or \$100 dollar bill, what are the 3 steps?

- (1) SCAN BILL FOR COUNTERFEIT
- (2) DROP THE BILL IN THE SAFE
- (3) PRESS THE BUTTON FOR CASH OUT ON REGISTER

6. What holidays are we closed?

1. EASTER 2. THANKSGIVING 3. CHRISTMAS

7. What days are no time off request days?

1. NEW YEAR'S DAY 2. JULY 4<sup>th</sup> 3. CHRISTMAS EVE 4. NEW YEAR'S EVE

8. What are our side orders?

Crinkle Cut Fries      Kale Slaw      Waffle  
Sweet Potato Waffle Fries      Mac & Cheese      Corn

9. When a customer uses a coupon for their order, what are the 2 proper steps in redeeming the coupon?

1.) RING THE FREE ITEM ON THE REGISTER

2.) STAPLE THE COUPON TO THE RECEIPT AND TICKET

10. How do you describe the Chicken Tenders?

ALL NATURAL LIGHTLY BREADED ALL WHITE MEAT CHICKEN TENDERS WITH YOUR CHOICE OF HEAT LEVEL/FLAVOR

11. What is the maximum amount of telephone rings allowed before answering?

3 RINGS

12. What is the maximum amount of time allowed for a table to be dirty?

2 MINUTES

13. How often do we do restroom checks?

EVERY 15 MINUTES

14. If Urban Bird closes at 10:30pm/11:30pm. When do we stop taking orders?

AT 10:30 pm/11:30 pm NOT A MINUTE BEFORE!!!

15. When do we break down the custard machine for closing?

AT CLOSING. NEVER BEFORE CLOSED!

## ***Combos & Family Packs***

### ***Individual Combos – What is included in each combo?***

- **Tenders Sando:** 2 jumbo tenders on a toasted brioche bun topped with kale slaw, bird sauce & pickles. \*Add cheese \$1\* Add Tender \$3
- **Tenders Basket:** 2 jumbo tenders, bread, Fries, Pickles & Bird Sauce. \* Add Tender \$3
- **Chicken & Waffle:** 2 jumbo tenders, Pickles, Waffle, Maple Syrup & Butter. \* Add Tender \$3, ADD BACON \$

## ***Safety & Food Quality***

1. What is the temperature danger zone that allows bacteria to rapidly grow on food?

40°-135°

2. When cutting with a knife, what must be worn?

CUTTING GLOVE

3. What is the only type of shoe allowed to be worn in the kitchen and what color?

BLACK NON-SLIP SHOES

---

4. What should be the internal temperature of our cooked tenders?

185° plus

---

5. What is the shelf life on our CS? 60 HOURS

---

6. Well done tenders are cooked for how many additional minutes?

2 MINUTES OR MORE

---

7. What cook temperature should the mac A& cheese read before removing from the oven and serving? What is the minimum holding temperature for the beans and cheese in the steam pan?

160° / HOLDING 145°

---

8. Where is the only place authorized to wash hands? HAND SINK

---

9. Any prepared food that is placed in a container must have a date label on it, true or false?

TRUE

---

10. When must the ice in the chicken drain bucket be changed out?

DAILY

---

11. Before putting a dirty item into the wash sink, we must rinse all debris in the wash sink before placing the item into the soap water solution, true or false? TRUE

---

12. After washing the item with soap and rinsing with water, the item must sit in what for 60 seconds?

SANITIZER WATER

---

13. Why is it important to log temperatures of food and coolers every two (2) hours?

IT IS NOT UNUSUAL FOR THE FREEZERS AND COOLERS TO GO OUT. IF THIS HAPPENS AND IS NOT CAUGHT IN TIME, THOUSANDS OF DOLLARS OF FOOD WILL GO TO WASTE

---

### ***General Rules & Procedures***

1. What is the proper procedure for requesting a day/days off? Schedules are made weekly on Thursdays for the next week. PLACE A WRITTEN REQUEST WITH SCHEDULING

---

MANAGEMENT BEFORE SCHEDULE IS MADE.

---

2. What steps are needed to get a shift covered once the schedule has been made?

NOTIFY MANAGEMENT

---

3. When requesting a schedule change what is the proper amount of time to give management?

TWO WEEKS

---

4. If you are running late for your scheduled shift, who needs to be contacted and when must you contact them? NOTIFY MANAGEMENT AS SOON AS YOU KNOW
5. If you are a Cook, Team-lead, Cashier, or Manager what is the proper procedure for ending employment with Urban Bird?  
IF YOU ARE A COOK, TEAM LEAD, OR CASHIER GIVE WRITTEN TWO WEEK NOTICE. IF YOU ARE A MANAGER, GIVE A WRITTEN 30 DAY NOTICE.
6. Where is the only place allowed for employees to eat?  
DINING AREA ONLY "NEVER" IN THE KITCHEN! IT IS A HEALTH CODE VIOLATION
7. When can you eat your employee meal?  
WHEN IT SLOWS DOWN AND ITS NOT BUSY, COOKS, TEAM LEADERS AND MANAGERS EAT DURING BREAK.
8. Is it ok to text message or talk on cell phones during your scheduled shift on the clock?  
NO, NOT AT ALL. IT IS UNPROFESSIONAL AND RUDE TO CUSTOMERS.
9. Can your friends or family hang out and talk to you while you are at work? NO, YOU NEED TO STAY PRODUCTIVE AND FOCUSED WHILE WORKING AND ON THE CLOCK.
10. Who must take care of the cleaning list? EVERYONE. IT IS A TEAM EFFORT
11. Can we give discounts to our family or friends? NO, DISCOUNTS ARE STRICTLY FOR THE BENEFIT OF EMPLOYEES ONLY.
12. How do we make a great first impression to the customer as they enter the store?  
ACKNOWLEDGE THEIR PRESENCE AND MAKE GOOD EYE CONTACT. IF BUSY, LET THEM KNOW THAT YOU WILL BE WITH THEM SHORTLY.
13. Are you allowed to chew gum while working at Urban Bird?  
NO. IT IS A HEALTH CODE VIOLATION AND NOT AN ATTRACTIVE AND INVITING FORM OF COMMUNICATING.
14. Can you wear cologne or perfume while working?  
NO. IT DETRACTS FROM THE SMELL OF THE FRESH FOOD.
15. Can you show up to work with hickies or passion marks?  
NO. IT IS UNPROFESSIONAL IN APPEARANCE.
16. Are you ever allowed a paid break?  
15 MINUTES OF BREAK TIME IS PAID. ANYTHING MORE NEEDS TO BE OFF THE CLOCK.
17. Who is in charge of cleaning the restrooms?  
EVERYONE IS IN CHARGE OF KEEPING THE RESTROOMS CLEAN - COOKS, CASHIERS, TEAM LEADERS & MANAGERS.

18. What are the main responsibilities of the cashier on their shift? Can you list them please?

TAKE CUSTOMER ORDERS, CLEAN TABLES AND DINING AREA, CLEAN RESTROOMS, ASSIST WITH DAILY CLEANING LIST, RESTOCK COUNTER SUPPLIES.

19. What types of shoes must be worn at work? BLACK NON-SLIP

20. Where do you count money and do paperwork? MONEY MUST ALWAYS BE COUNTED AT THE REGISTER OR ON THE FOOD DELIVERY COUNTER IN CLEAR VIEW OF CAMERAS.

21. Can orders be made without a printed ticket? NO, EVERY SINGLE ORDER MUST HAVE A PRINTED TICKET SO THAT IT CAN BE CAMERA VERIFIED.

22. If you see that we are running low on food items, or that something is broken, what must you do? YOU MUST CONTACT MANAGEMENT IF YOU NOTICE THAT FOOD ITEMS ARE RUNNING LOW SO THAT THE SITUATION CAN BE REMEDIED BEFORE THE STORE RUNS OUT.

### ***Employee Meals***

1. Where should employee meals be eaten?

DINING AREA ONLY, "NEVER" IN THE KITCHEN

2. How are employee meals rung up?

MANAGEMENT OR TEAM LEADER RING UP WITH DISCOUNT

### ***Customer Service / Hospitality***

1. When customers enter the restaurant, how should they be greeted?

"HELLO. WELCOME TO URBAN BIRD! \*WITH A SMILE

2. When customers exit Urban Bird, what should be said to the customer?

"THANK YOU SO MUCH FOR COMING. HAVE A GREAT DAY/EVENING!"

3. When a customer tells you "thank you", what must be said to the customer?

"MY PLEASURE!"

4. How many times should we confirm and read back the order to the customer? 2-3 TIMES

5. What is the proper phone greeting? "THANK YOU FOR CALLING URBAN BIRD

(LOCATION) THIS IS HOT CHICKEN EXPERT (YOUR NAME). HOW MAY I HELP YOU?

6. When a customer orders "Fire in the Hole," what is the first question that they should be asked?

"HAVE YOU EVER HAD THAT FLAVOR BEFORE?"

7. If a customer has never had the "Fire in the Hole" the employee should always do what?

DESCRIBE THE FLAVORS AND THE HEAT.

8. Can we give chicken samples to the customers? Why? NO. EVERY ORDER IS MADE FRESH

9. Can we give the customer a sample of our flavor?

NO. FLAVOR IS FORMED IN A 2 PART COOKING PROCESS

10. What side items can customers sample? MAC & CHEESE, KALE SLAW, SOUTHERN FRUIT SALAD.

11. Can an employee on duty use their employee discount for friends and family? NO

12. What two things must we do before handing the customer's order to go? CHECK FOR SAUCES AND SIDES

13. If a customer claims we owe them product from a previous incorrect order, what is the proper protocol? LOOK IN THE PRODUCT OWED BOOK

14. If a customer says that we owe them something, but they are not in the Product Owed Book, what must you do? GET THE FOLLOWING INFORMATION: CUSTOMER NAME, DATE OF ORDER, DESCRIPTION OF THE EMPLOYEE THAT THEY SPOKE WITH, PRODUCT OWED. CALL THE AREA MANAGER IMMEDIATELY, GIVE THEM THE INFORMATION AND ASK THEM WHAT TO DO.

15. If the customer does not like the flavor of their food what should you do?

OFFER TO REPLACE IT

16. If a customer is late picking up their order, do we remake the food because the order is cold?

NO, BUT YOU CAN OFFER TO REMAKE THE FRIES.

17. Why is it so important to confirm the customer's order before they leave?

TO MAKE SURE THEY ARE GETTING THE CORRECT ORDER.

18. If a customer asks for the phone number for management or owners what do we tell them?

WE WILL TAKE THEIR NAME AND NUMBER AND HAVE MANAGEMENT CALL THEM

19. If a customer calls and says they have been double charged, what do you do?

GET THEIR NAME, PHONE NUMBER, DATE OF CHARGE, AMOUNT, LAST 4 DIGITS OF CREDIT CARD USED AND NOTIFY MANAGEMENT

20. If a customer or employee is making you feel uncomfortable at work how do you handle it?

TELL AMANGEMENT IMMEDIATELY

21. If a customer seems intoxicated and wants to order more beer, what should you do?

NOTIFY MANAGEMENT

22. If a customer is upset and they are yelling and screaming and you cannot seem to rectify the situation, what should you do?

CALL MANAGEMENT

### ***Call-In Order Customer Service***

1. What is the minimum number of rings that the telephone can ring before being answered?

ALWAYS ANSWER AS SOON AS POSSIBLE

2. What is the proper procedure for placing a customer on hold when another line is ringing?

WHILE TAKING A CUSTOMERS ORDER OVER THE PHONE ASK THEM POLITELY TO PLEASE HOLD WHILE YOU PLACE THE OTHER LINE ON HOLD.

3. What is the proper way to place a customer on hold when they call to order?

FIRST URBAN BIRD GREETING, THEN POLITELY ASK THEM IF THEY WOULD PLEASE HOLD.

4. If you are working alone at the cash register, and need to use the restroom, what must you do?

THE COOK MUST BE TAUGHT HOW TO PUT A LINE ON HOLD. UNANSWERED CALLS ARE UNACCEPTABLE.

5. Why do we use the customer's name during the order process?

IT IS GOOD CUSTOMER SERVICE ETIQUETTE AND IT PERSONALIZES THE CUSTOMERS EXPERIENCE.

6. Why must you repeat the order back to the customer before completing the order?

TO CHECK FOR ACCURACY AND PREVENT THE CUSTOMER FROM MISSING ITEMS.

7. What must be done with food called in but not picked up by the customer?

TELL THE TEAM LEADER SO THEY CAN VOID THE ORDER. NEVER TAKE HOME THE FOOD UNLESS YOU HAVE PURCHASED IT!

### ***Cleanliness***

1. When a customer is finished eating at a table, what is the proper procedure for cleaning the area?

CLEAN THE TABLE WITH SANITIZER, CLEAN CHAIRS, AND CLEAN AND DEBRIS ON FLOOR WITH A BROOM.

2. What chemicals should be used to clean the restrooms? DISINFECTANT

3. What must we do to every spray bottle that has a chemical inside? MAKE SURE IT HAS A LABEL OF CONTENTS

4. All items stored in restaurant must be 6" off the floor, true or false? TRUE

5. Are extra rolls of toilet paper or paper towels allowed to be stored in the restroom? NO
6. Are handwritten signs allowed in the restaurant? NO
7. How often do we do restroom checks? EVERY 15 MINUTES
8. What is the first thing we do when we return from cleaning the restrooms or tables?  
WASH HANDS FOR 20 SECONDS
9. Is it ok to store chemicals above food items? NO, BECAUSE IT COULD POTENTIALLY CONTAMINATE AND IT IS A HEALTH CODE VIOLATION.
10. Even though we use disposable gloves to drop chicken in the fryer, are we still required to wash our hands? If so, how many seconds do we wash hands?  
YES, WASH HANDS FOR 20 SECONDS
11. What is the definition of cross contamination? THE PASSING OF HARMFUL SUBSTANCES THROUGH IMPROPER OR UNSTERILE EQUIPMENT, PROCEDURES, OR PRODUCTS.
12. What is a good example of cross contamination at Urban Bird? WHEN READY TO EAT FOOD LIKE KALE SLAW TOUCH FOOD LIKE RAW CHICKEN.
13. What is the definition of food contamination? THE PRESENCE OF HARMFUL CHEMICALS AND MICROORGANISMS IN FOOD THAT CAN CAUSE ILLNESS.
14. What is a good example of food contamination at Urban Bird? MAC & CHEESE NOT PROPERLY COOLED OR HEATED. CHICKEN NOT PROPERLY COOKED.
15. Why are chicken tender boxes considered a potentially dangerous item in the cooler?  
Why can no other food product touch the boxes?  
BECAUSE IT CONTAINS DANGEROUS BACTERIA. MUST BE STORED ON RACK BY ITSELF TO REDUCE THE RISK OF CROSS CONTAMINATION.
16. Why are raw eggs considered a potentially dangerous item in the cooler?  
Where must we store the eggs? BECAUSE OF HARMFUL BACTERIA SALMONELLA. EGGS MUST BE STORED ON A RACK AT THE BOTTOM SHELF.
17. When changing the trash liners in the trash can, what must you do to make sure the trash liner stays in place?  
TIE A KNOT IN ONE CORNER AND STRETCH IT OVER.
18. If you have been handling cash or cleaning what must you do first before you can help in the kitchen? WASH HANDS FOR 20 SECONDS
19. What are the first three things that can negatively impact the customer's perception of the cleanliness of the restaurant before the customer even enters the building? DIRTY PARKING SPACES, DIRTY FRONT PATIO, DIRTY FRONT WINDOWS AND GLASS DOORS.