

- C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
- a) 20 minutes
 - b) 30 minutes
 - c) 60 minutes

- B 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
 - b) Espresso, Milk, Foam
 - c) Water, Espresso, and Foam

- A to B 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
- a) 2 minutes
 - b) 4 minutes
 - c) 5 minutes

- C 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- a) 150-170 degrees
 - b) 190-200 degrees
 - c) 120-130 degrees

- A 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
- a) 8 seconds
 - b) 20 seconds
 - c) 10 seconds

- C 6) What do you do if a customer says their latte does not taste like there is espresso in it?
- a) Tell them you made the drink according to the recipe so it should be fine
 - b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
 - c) Apologize to the customer and remake their drink according to standards
 - d) Walk away and have another barista remake their drink

- B 7) You can re-steam milk _____?
- a) Only Once
 - b) Never
 - c) Sometimes
 - d) Always

- B 8) What are the four fundamentals of brewing coffee?
- a) Grind, Freshness, Presentation, Aroma
 - b) Proportion, Grind, Water, Freshness
 - c) Ingredients, Grind, Taste, Aroma

- C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
- a) Make their drink with regular milk and hope they do not notice
 - b) Apologize and ask the customer to come back tomorrow
 - c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
 - d) Inform your manager we are out of soy

- B 10) Decaffeinated coffee is 100% caffeine free?
- a) True
 - b) False