

**Cashier Test**

**Score 11 / 15**

- B D 1) A roll of quarters is worth?  
a) \$5.00  
b) \$10.00  
c) \$15.00  
d) \$20.00
- A 2) A roll of dimes is worth?  
a) \$5.00  
b) \$4.00  
c) \$3.00  
d) \$2.00
- D 3) A roll of nickels is worth?  
a) \$8.00  
b) \$6.00  
c) \$4.00  
d) \$2.00
- C 4) A roll of pennies is worth?  
a) \$1.00  
b) \$0.75  
c) \$0.50  
d) \$0.25
- C 5) What does POS stand for?  
a) Patience over standards  
b) Percentage of sales  
c) Point of sales  
d) People over service
- 6) What is the current sales tax rate in your city 6.25 ? 8.75
- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?  
a) \$4.06  
b) \$2.06  
c) \$7.06  
d) \$5.06
- AB 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?  
a) \$19.50  
b) \$14.50  
c) \$9.50  
d) \$4.50
- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?  
a) \$6.00  
b) \$8.00  
c) \$10.00  
d) \$12.00
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?  
a) \$78.50  
b) \$58.50  
c) \$38.50  
d) \$28.50

**Cashier Test**

**Score / 15**

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? ~~EA~~ STATE ID / PASSPORT

15) How many \$20 bills are in a bank band? ~~90~~ 90

**Barista Test**

**Score 11 / 15**

- 13 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
- 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
  - ☒ b) Espresso, Steamed Milk
  - c) Water, Espresso, and Foam
- 3 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
- 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- ☒ a) 150-160 degrees
  - b) 190-200 degrees
  - c) 120-130 degrees
- C 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
- 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
- 7) You can re-steam milk \_\_\_\_\_?
- a) Only Once
  - ☒ b) Never
  - c) Sometimes
  - d) Always
- A 8) What is the proper ratio of coffee grounds to water?
- a) 2 Tablespoons coffee to 6oz water
  - b) 2 Tablespoons coffee to 8oz water
  - ☒ c) 1 Tablespoon coffee to 6oz water
  - d) 2 Teaspoons coffee to 8oz water
- 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

\_\_\_\_\_ 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- ☒ b) False

\_\_\_\_\_ 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- ☒ c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

\_\_\_\_\_ 12) What is a café au lait?

- ☒ a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

\_\_\_\_\_ 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- ☒ c) Half regular and half decaf coffee

\_\_\_\_\_ 14) What does it mean when a customer requests their cappuccino "dry"?

- ☒ a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

\_\_\_\_\_ 15) What is an Americano?

- a) Regular drip coffee
- ☒ b) Espresso with water
- c) Coffee with cream
- d) Iced coffee