



Name: VILLA, CLARA

Taborca ID: 35066

Date of Hire: 9/20/16

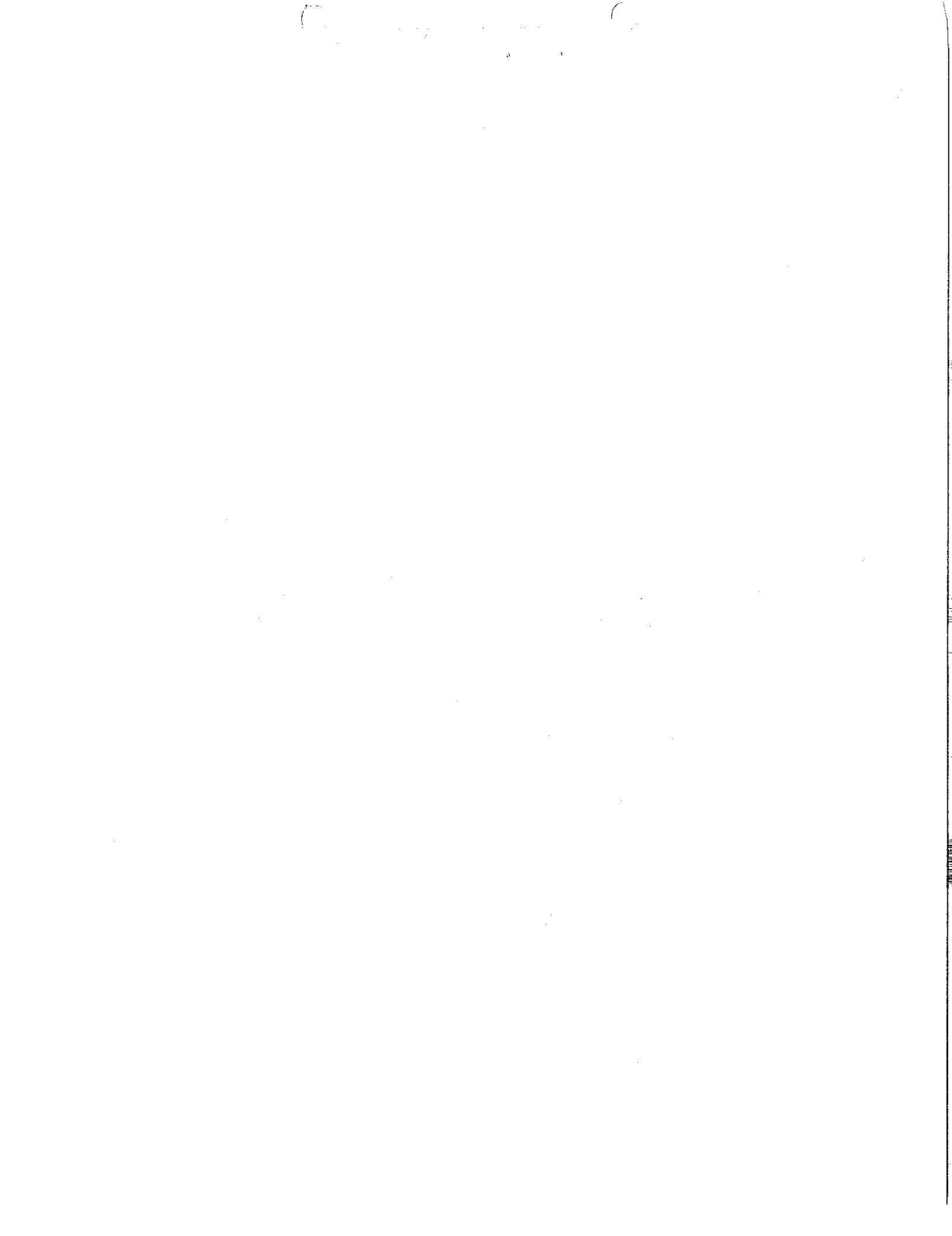
Date of Re-Act: / /

New employee set up

<input checked="" type="checkbox"/> E-verify	<input checked="" type="checkbox"/> Added to Orientation Time Sheet
<input checked="" type="checkbox"/> Hire Right EE	<input checked="" type="checkbox"/> Attended New Hire Orientation
<input checked="" type="checkbox"/> Hire Right Internal (upload any list A docs)	<input checked="" type="checkbox"/> Background Check (Asurint)
<input checked="" type="checkbox"/> Direct Deposit (Scan to Payroll) and/or Global Cash Card – complete the form & have EE sign	<input checked="" type="checkbox"/> New Hire List (All fields)
<input checked="" type="checkbox"/> Notice to Employee Completed	<input checked="" type="checkbox"/> Check Taborca Profile (All fields)
	<input checked="" type="checkbox"/> Upload Resume and Skills Tests (one doc)
	<input checked="" type="checkbox"/> Upload Food Handler's Card

Re Act employee set up (See Re Act Process for more detail)

- File and I9 pulled (new one created/done in Hire Right if old ones are gone)
- Re Act onboarding if initially hired before 1/1/16
- Check W4
- Check all demographic info and availability
- Check for skills tests, app, FHC, and resume (get new app, new resume if hired more than 1 year ago)
- Complete Notice to Employee with updated pay if necessary
- Verify pay option and take steps to Re Act any old pay options still current
- Run new BGC if more than 1 year since last shift worked
- New orientation/place on time sheet if it's been over a year since last shift
- New Hire List (all fields)
- Delete employee from the INA/TER spreadsheet if they are on it



Interview Note Sheet

9/23/16 10am
Nito

Applicant Information

Name: Clara Villa	Interviewer: Enka
Date: 9/20/16	Rate of Pay:
Position (s) Applied for: Prep, Grill, Bar/W Buffetding	Referred by: Job Fair

Test Scores

Server	135	%	Bartender	135	%
Prep Cook	120	(60)	Barista	115	40%
Grill Cook	140	%	Cashier	115	80%
Dishwasher	110	%	Housekeeping	116	%

Seeking:

Full-Time

Part-Time

Relevant Experience & Summary of Strengths

Bon Appetit

- Samsung corporate kitchen
- customerservice
- cashier
- food prep
- sandwich items
- 35 sandwiches, salads "grab n' go"
- barista, espresso machine
- clean up!
- organize
- worked alone
- personal reasons

P.O.S. Experience: Y / N details:

Total of _____ in Food Service/HospitalityWhole Foods (1yr)

- customerservice
- catering
- food prep
- not enough hours
- tap room service
- grill
- restaurant
- burgers, chicken skewers

Burger King (1yr)

- manager
- maintain inventory

Le Boulanger (1yr)

- cashier
- bakery
- cook
- sandwich, soup, pastries

Managerial exp.

Corp. Kitchen exp.

Fast food exp.

Customer Service

Prep, Grill, Catering

14.50

B&W Bartending

14.50

Transportation

Car

Public Transit

Carpool (Rider / Driver)

Regions Available to work:

SF City

SF North

SF Peninsula

East Bay

Outer East Bay

San Jose

South San Jose

SJ Peninsula

- LOCAL -

Certifications (if any)

TiPS

Serv-Safe

LEAD

Other

Will Submit

Availability

Open

AM only

PM only

Weekdays only

Weekends only

Details:

Uniforms Owned

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

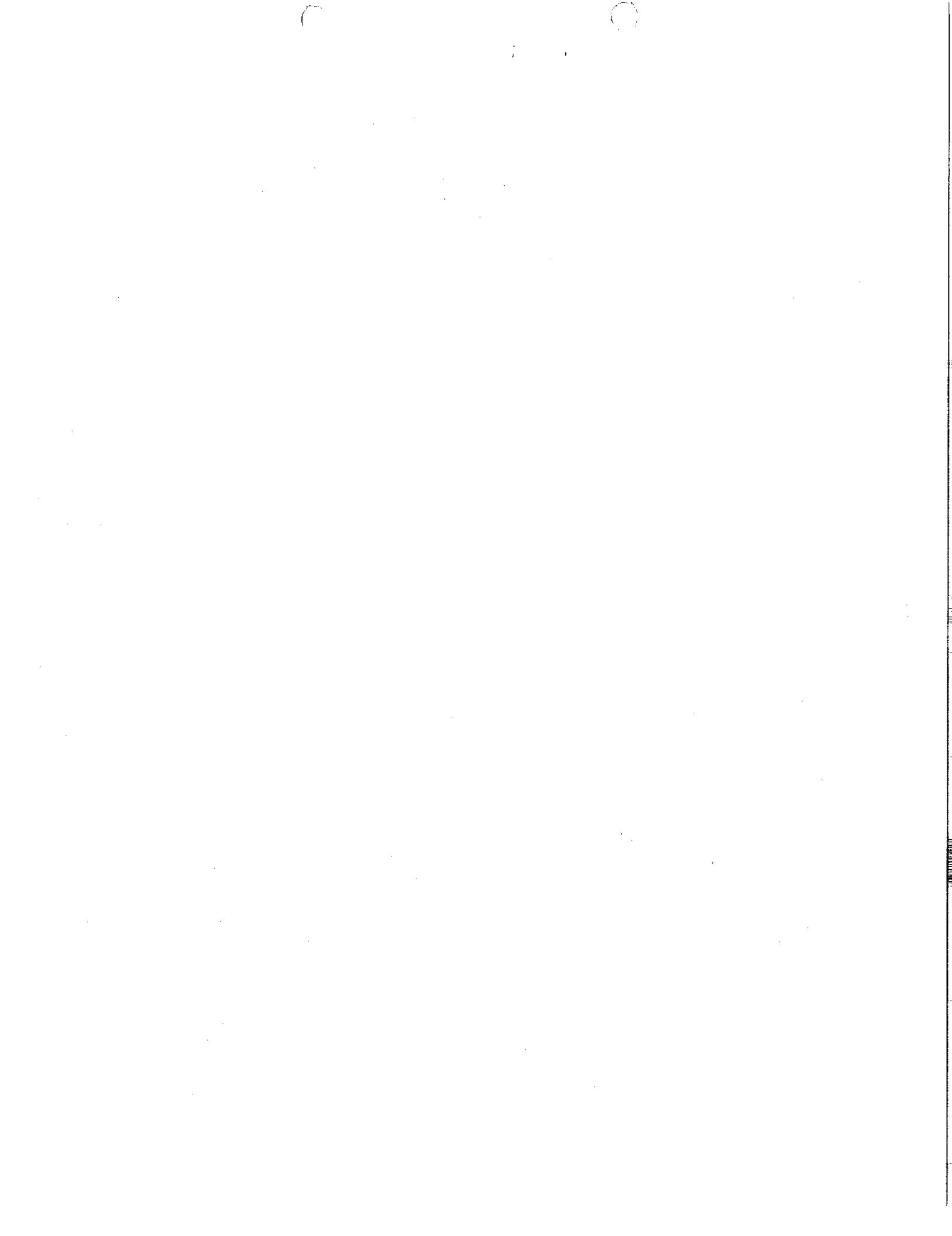
Bow Tie

Other:

Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken:



Clara Isella Villa

Claravilla10@gmail.com

4472 Illsley Court, San Jose, Ca. 95136

(408)872-2813

(408)981-9767

OBJECTIVE

- To obtain a position where I can utilize my organizational skill, people skills
- To use my bilingual skills to help people and the company I work for.
- to grow within the company as a person and employee, looking for a long term relationship

SUMMARY OF QUALIFICATIONS

- Enthusiastic, hardworking, and reliable
- Willing to learn and accept constructive criticism
- Considerate of people of all ages and personality types
- Strong organizational abilities with employees and work duties

EDUCATION

2005-2007 **Sylvandale middle school** San Jose, CA

- General education.

2007-2010 **Overfelt High School** San Jose, CA

- High school diploma

EXPERIENCE

2010-2011 **Home Depot** San Jose, CA

- Cashier
- Customer service clerk

2011-2012 **Le Boulanger** Sunnyvale, CA

- Cashier
- Cook
- Bakery

2012-2013 **Burger King** San Jose, CA

- Shift Manager
- Inventory
- Daily deposit



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2013-2015

Grameen America

San Jose, CA

- Center Manager
- Loan Agent
- Accounting
- Bank deposits
- Paper work

2015-2016

Whole Foods Market

San Jose, CA

- Customer Service
- Preparing food
- Catering
- Tap Room Service

2016-2016

Samsung

Mountain View, CA

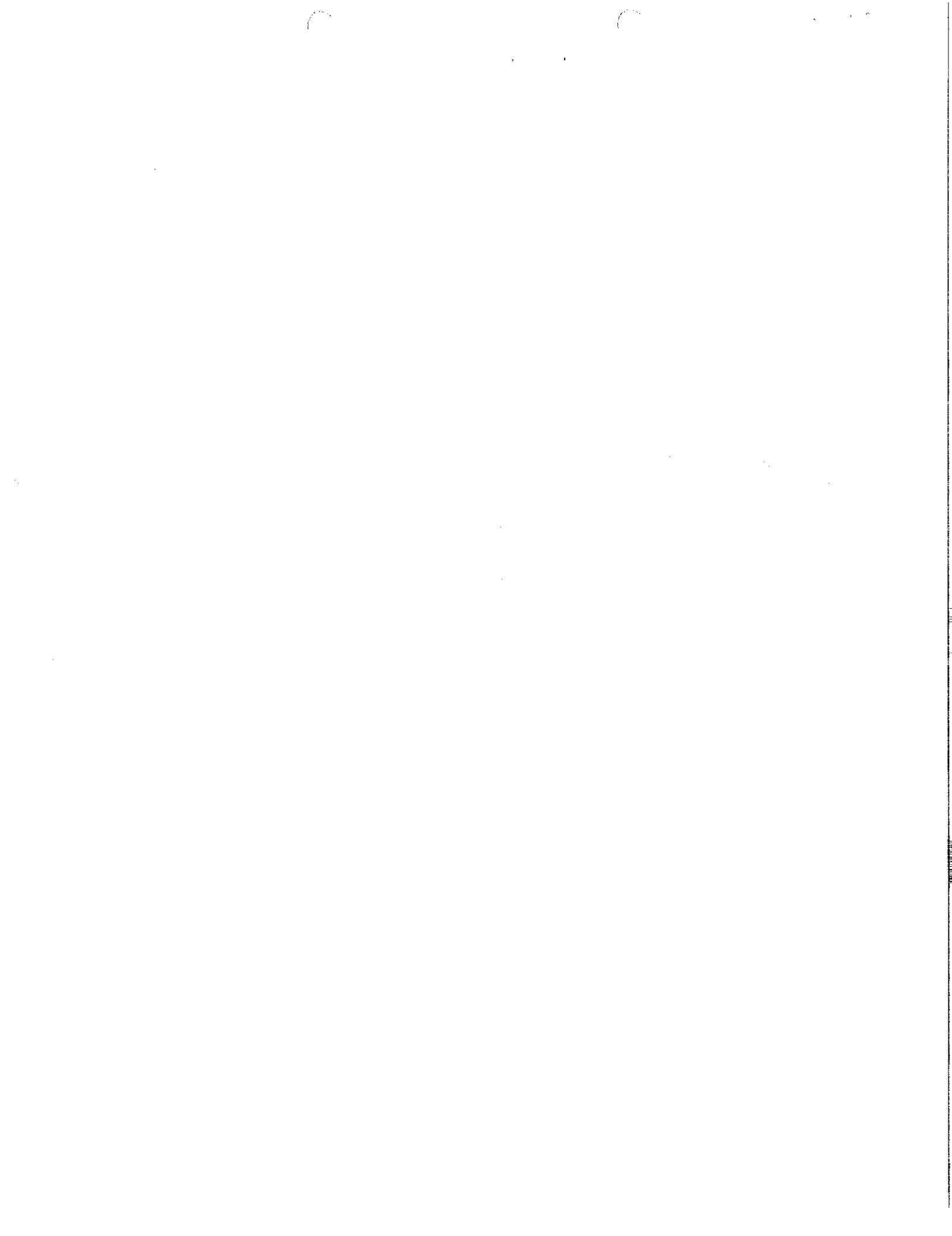
- Customer Service
- Barista
- Food Prep
- Cashier
- Clean

SKILLS

- Customer Service
- People managing skills organizing schedules brakes and quantity of employees needed for the daily shift.
- Communication skills able to communicate with employees and customers in Spanish and English.
- Strong leadership skills hands about problems comments and solutions.
- Fast learner
- Food inventory for the everyday

REFERENCES

Available upon request



Employment Application

816-501-8067

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Clara Villa Date: 9-20-2016
 Home Telephone (408) 981-9767 Other Telephone (408) 981-9767
 Present Address 4472 Illsley ct san JOSE CA 95136
 Permanent Address, if different from present address: _____
 Email Address Claravilla10@gmail.com

EMPLOYMENT DESIRED

Position applying for: NA Salary desired: NA

Are you currently registered with any staffing and/or employment agencies? If so, please list _____

Are you applying for: Full-time work? Yes No Part-time work? Yes No

Temporary work, e.g., summer or holiday work? Yes No From: _____ To: _____

How did you find out about our open position? (Please check fill in proper name of source):

Referral Name of Referral _____ Newspaper Job Fair Agency Company Website

Other Web Posting Other Source

Could you work overtime, if necessary? Yes No If hired, on what date could you start working? _____

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	Open	Open	Open	Open	Open	Open	Open
PM	Open	Open	Open	Open	Open	Open	Open

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: _____

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes No If yes, when? _____

Do you have friends or relatives working for Acrobat Outsourcing? Yes No If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? Yes No

If hired, can you present evidence of your legal right to live and work in this country? Yes No

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes No

Acrobat

OUTSOURCING
Your Hospitality Staffing Professionals

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
OVERFELT Highschool	SAN JOSE, CA	12th	YES
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special." WORD, POWER POINT, MICROSOFT		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special." Bilingual		YES	NO
Special:			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes No If so, may we contact your current employer? Yes No

Name and Address of Employer wholeFoods market

Type of Business prep food Telephone No. (408) Supervisor's Name Thalia

Your Position and Duties cooking, preparing for the next day, making burritos, sandwiches, pizza, customer service, catering,

Dates of Employment: From _____ To _____ Weekly Pay: Starting 12.50 Ending 12.50

Reason for Leaving: no hours

Name and Address of Employer SAMSUNG "Bon appetit"

Type of Business Kitchen/Bartender Telephone No. () Supervisor's Name Cory

Your Position and Duties milking sandwiches and coffee

Dates of Employment: From _____ To _____ Weekly Pay: Starting 14.00 Ending 14.00

Reason for Leaving: personal

Name and Address of Employer _____

Acrobat

outsourcing
Your Hospitality Staffing Professionals

Type of Business _____

Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes No
If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: FABRICIO PONCE Telephone No. (408) 048-0340

Address _____

Occupation: WALMART Relationship: COWORKER Number of Years Acquainted: 3

Name: HERMINA LOZO Telephone No. (408) 048-6541

Address _____

Occupation: SAMSUNG Relationship: COWORKER Number of Years Acquainted: 2

Name: HAILE LOPEZ Telephone No. (408) 417-7330

Address _____

Occupation: SAMSUNG Relationship: COWORKER Number of Years Acquainted: 1 year

Please Read Carefully, Initial Each Paragraph and Sign Below

W I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

W I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

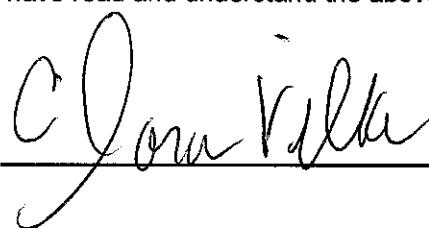
W I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

W I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

W Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature



Date 9-20-16

NOTICE TO EMPLOYEE

Labor Code section 2810.5

EMPLOYEE

Employee Name: Clara Villa
Start Date: 9/23/16

EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? Yes No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: _____

Physical Address of Main Office: _____

Mailing Address: _____

Telephone Number: _____

WAGE INFORMATION

Rate(s) of Pay: \$ 14.50 Overtime Rate(s) of Pay: \$ 21.75

Rate by (check box): Hour Shift Day Week Salary Piece rate Commission

Other (provide specifics): _____

Does a written agreement exist providing the rate(s) of pay? (check box) Yes No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? Yes No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.

2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.

3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.

4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Enka Komatsu

(PRINT NAME of Employer representative)

Clara Villalba

(PRINT NAME of Employee)

Enka Komatsu
(SIGNATURE of Employer Representative)

Clara Villalba
(SIGNATURE of Employee)

9/23/16
(Date)

9-23-16
(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.



3972 Barranca PKWY
STE J610
Irvine, CA 92606

IMPORTANT

DO NOT DISCARD

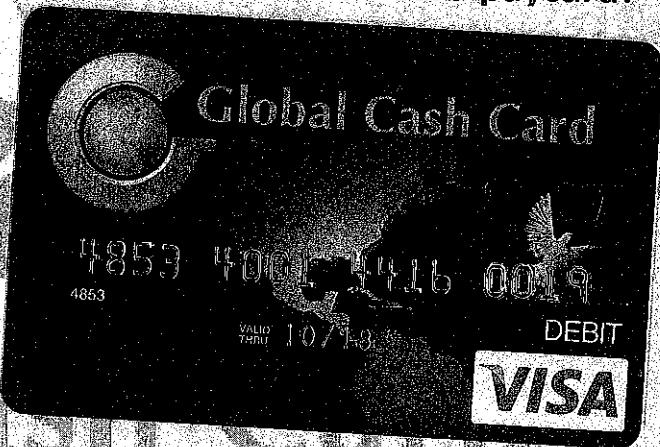
PLEASE READ



***DO NOT DISCARD THIS CARD

Clara Villa

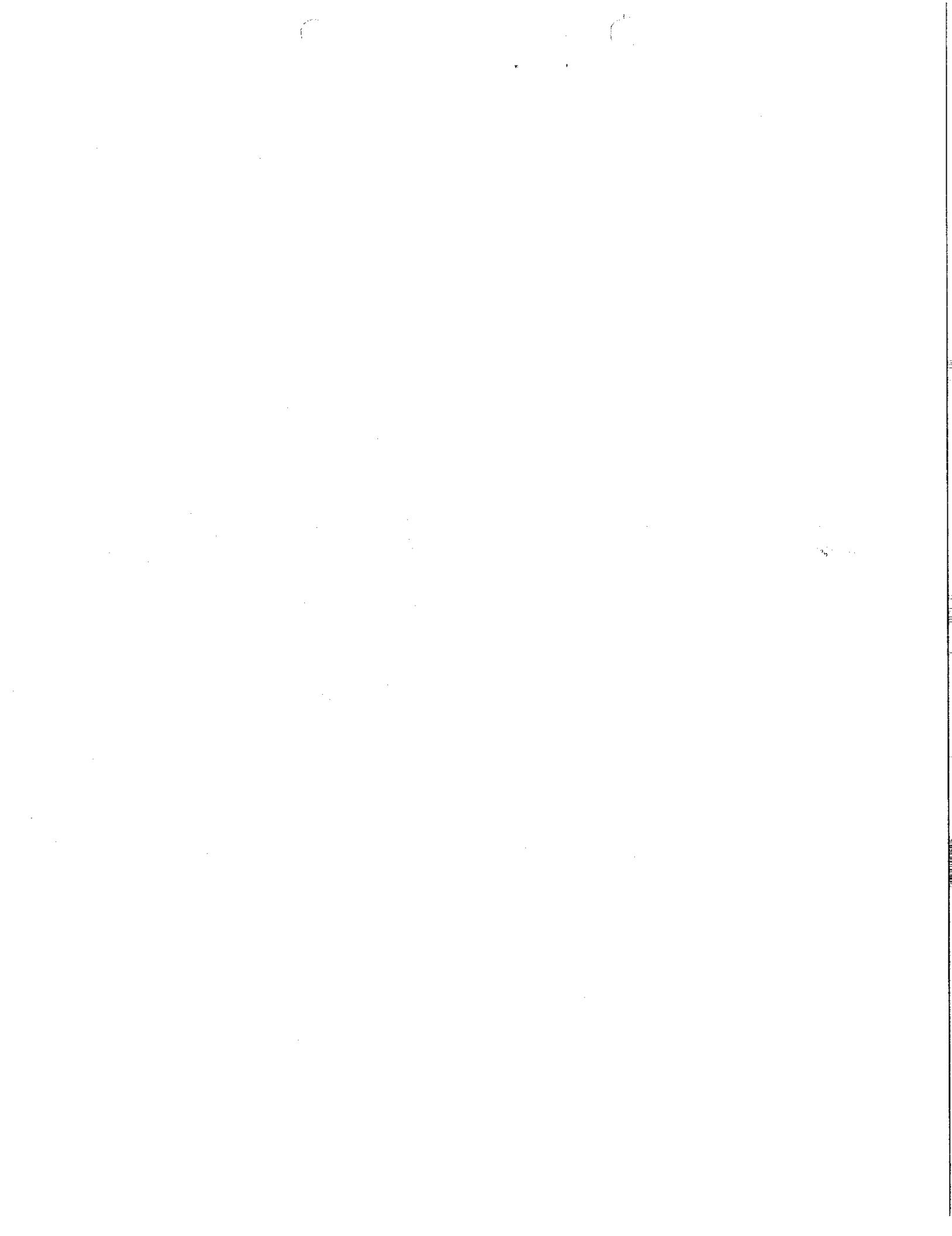
**Congratulations! ACTIVATE YOUR
NEW Global Cash Card paycard!**



Global Cash

We make paydays easy
Your Card. Your Money. Right Now.

- **NO FEE** purchases - Pay retailers, restaurants, gas stations, online merchants, and more by using your paycard as a signature or credit type of purchase!
- **Get cash back** - Use your PIN for purchases and get cash back from merchants.
- **Get cash at ATMs** - Get cash at millions of ATM's worldwide.
- **Alert notifications** - Go to your online account at www.globalcashcard.com to set up text or e-mail alerts.



Cashier Test

Score / 15

B

1) A roll of quarters is worth?

- \$5.00
- \$10.00
- \$15.00
- \$20.00

$$12/15 = 80\%$$

a

2) A roll of dimes is worth?

- \$5.00
- \$4.00
- \$3.00
- \$2.00

d

3) A roll of nickels is worth?

- \$8.00
- \$6.00
- \$4.00
- \$2.00

a /

4) A roll of pennies is worth?

- \$1.00
- \$0.75
- \$0.50
- \$0.25

C

5) What does POS stand for?

- Patience over standards
- Percentage of sales
- Point of sales
- People over service

6) What is the current sales tax rate in your city 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?

- \$4.06
- \$2.06
- \$7.06
- \$5.06

B

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?

- \$19.50
- \$14.50
- \$9.50
- \$4.50

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \end{array} \quad \begin{array}{r} 7.25 \\ 7.25 \\ \hline 14.50 \end{array}$$

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?

- \$6.00
- \$8.00
- \$10.00
- \$12.00

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array} \quad \begin{array}{r} 6.00 \\ 8.00 \\ \hline 14.00 \end{array}$$

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?

- \$78.50
- \$58.50
- \$38.50
- \$28.50

$$\begin{array}{r} 3.75 \\ 3.75 \\ \hline 7.50 \end{array} \quad \begin{array}{r} 1.25 \\ 1.25 \\ \hline 2.50 \end{array} \quad \begin{array}{r} 2.50 \\ 2.50 \\ \hline 5.00 \end{array} \quad \begin{array}{r} 3.25 \\ 3.25 \\ \hline 6.50 \end{array}$$

$$\begin{array}{r} 15.00 \\ 6.50 \\ \hline 21.50 \end{array} \quad \begin{array}{r} 5.00 \\ 5.00 \\ \hline 10.00 \end{array} \quad \begin{array}{r} 10.00 \\ 10.00 \\ \hline 20.00 \end{array}$$

b 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? STATE ID / passport

15) How many \$20 bills are in a bank band? 1,000 \$2,000

Prep Cooks Test

Score / 20

Multiple Choice (1 point each)

d 1) A gallon is equal to ____ounces

- a. 56
- b. 145
- c. 32
- d. 128

$$12/20 = 60\%$$

C 2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

b 3) What does the term braise mean?

- a. Sear quickly on both sides
- b. Slowly cook in covered pan with little liquid
- c. Cook on high heat and quickly
- d. Slowly cook in simmering water

b 4) At what internal temperature must chicken be cooked so that it is safe to eat?

- a. 155 degrees F
- b. 165 degrees F
- c. 175 degrees F
- d. 185 degrees F

A 5) How do you blanche vegetables?

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

A 6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

A 7) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

C 8) Food should be left out no more than

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours

Prep Cooks Test

b 9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

b 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

b 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

d 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, Mince
- d. Mince, dice, chop

c 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

c 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

c 15) Which spoon is used to remove fat from soups and stews?

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

e 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

-4

Prep Cooks Test

a 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8' dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

a 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

Salt pepper
paprika & garlic powder are the basic seasoning ingredients for all savory recipes.

20) Mince : to cut into very small pieces when uniformity of size and shape is not important.
chop

3



Barista Test

Score / 10

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

$$4/10 = 40\%$$

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 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

A 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

B 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

A 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

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

