

B

- 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, Steamed Milk
 - c) Water, Espresso, and Foam

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
- depends on the tea?*

A

- 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

B

- 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 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
- depends on the coffee*

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

C

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

A

12) What is a café au lait?

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

C

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

C

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

B

15) What is an Americano?

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