

B

1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- 20 minutes
- 30 minutes
- 60 minutes

B

2) What are the basic ingredients of a Latte?

- Milk, Espresso, Whipped Cream
- Espresso, Steamed Milk
- 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?

- 2 minutes
- 4 minutes
- 5 minutes

depends on the tea?

A

4) When steaming milk for a beverage, what temperature should you steam the milk to?

- 150-160 degrees
- 190-200 degrees
- 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?

- 8 seconds
- 20 seconds
- 10 seconds

C

6) What do you do if a customer says their latte does not taste like there is espresso in it?

- Tell them you made the drink according to the recipe so it should be fine
- Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- Apologize to the customer and remake their drink according to standards
- Walk away and have another barista remake their drink

B

7) You can re-steam milk_____?

- Only Once
- Never
- Sometimes
- Always

B

8) What is the proper ratio of coffee grounds to water?

- 2 Tablespoons coffee to 6oz water
- 2 Tablespoons coffee to 8oz water
- 1 Tablespoon coffee to 6oz water
- 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?

- Make their drink with regular milk and hope they do not notice
- Apologize and ask the customer to come back tomorrow
- Apologize and inform the customer we are out of soy, and offer a beverage alternative
- 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