

- 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
- 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) 150-160 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
- 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
- 2 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
- 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

A 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

D 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

C 15) What is an Americano?

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

Multiple Choice (6 points)

- B 1) Carbonation _____ the rate of intoxication.
a) Slows down
☒ b) Speeds up
c) Does nothing to
- B 2) What are the six most commonly used spirits?
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
☒ b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- B 3) You can accept an expired ID as long as all other information is correct.
a) True
☒ b) False
- B 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
☒ b) False
- D 5) What are the acceptable forms of ID for Alcohol Consumption?
a) State or Government Issued ID Card or Drivers License
b) Passport or Passport ID Card (as long as it lists the person's date of birth)
c) School ID or Birth Certificate
☒ d) A & B
e) A, B & C
- B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
a) True
☒ b) False

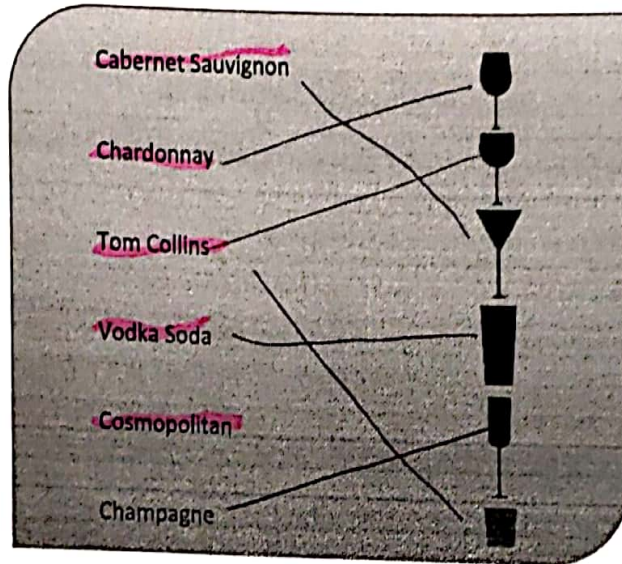
Vocabulary (9 points)

Match the word to its definition

- | | |
|---------------------------|--|
| <u>I</u> "Straight Up" | <u>a.)</u> Used to crush fruits and herbs for craft cocktail making |
| <u>C</u> Shaker Tin | <u>b.)</u> Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>B</u> "Neat" | <u>c.)</u> To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>F</u> Muddler | <u>d.)</u> To pour 1/2 oz of a liquor on top |
| <u>E</u> Strainer | <u>e.)</u> Used to measure the alcohol and mixer for a drink |
| <u>A</u> Jigger | <u>f.)</u> Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | <u>g.)</u> Used on the bar top to gather spills |
| <u>D</u> "Float" <u>D</u> | <u>h.)</u> Requesting a separate glass of another drink |
| <u>T</u> "Back" | <u>i.)</u> Means to serve spirit room temperature in a rocks glass with no ice |

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Vodka, Whiskey, Tequila

What are the ingredients in a Manhattan? Whiskey and Midon

What are the ingredients in a Cosmopolitan? Champagne, lime juice

What are the ingredients in a Long Island Iced Tea? Iced tea, rum/liquor

What makes a margarita a "Cadillac"? vodka, spirits

What is simple syrup? Sweetener

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

No, cross contamination

What should you do if you break a glass in the ice? grab a new bag/box of ice. do not use the ice anymore

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? More Alcohol than juice

What are the ingredients in a Margarita? Juice and Alcohol

Cashier Test

Score / 15

- B 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

\$ 0.08 6) What is the current sales tax rate in your city 0.08 ?

- 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

$$\begin{array}{r} 1.25 \\ + 0.90 \\ + 0.79 \\ \hline 2.94 \end{array}$$

$$\begin{array}{r} 10.00 \\ - 2.94 \\ \hline 7.06 \end{array}$$

- 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?
- a) \$19.50
 - ☒ b) \$14.50
 - c) \$9.50
 - d) \$4.50

$$\begin{array}{r} 10.50 \\ \times 2 \\ \hline 21.00 \end{array}$$

$$\begin{array}{r} 7.25 \\ \times 2 \\ \hline 14.50 \end{array}$$

$$\begin{array}{r} 50.00 \\ - 21.00 \\ - 14.50 \\ \hline 14.50 \end{array}$$

- 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?
- a) \$6.00
 - b) \$8.00
 - c) \$10.00
 - ☒ d) \$12.00

$$\begin{array}{r} 3.75 \\ + 4.25 \\ \hline 8.00 \end{array}$$

$$\begin{array}{r} 20.00 \\ - 8.00 \\ \hline 12.00 \end{array}$$

- 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?
- ☒ a) \$78.50
 - b) \$58.50
 - c) \$38.50
 - d) \$28.50

$$\begin{array}{r} 6.50 \\ + 7.50 \\ + 2.50 \\ + 5.00 \\ \hline 21.50 \end{array}$$

$$\begin{array}{r} 3.75 \\ \times 2 \\ \hline 7.50 \end{array}$$

$$\begin{array}{r} 1.25 \\ \times 2 \\ \hline 2.50 \end{array}$$

$$\begin{array}{r} 2.50 \\ \times 2 \\ \hline 5.00 \end{array}$$

$$\begin{array}{r} 3.25 \\ \times 2 \\ \hline 6.50 \end{array}$$

$$\begin{array}{r} 100.00 \\ - 21.50 \\ - 7.50 \\ - 2.50 \\ - 5.00 \\ - 6.50 \\ \hline 78.50 \end{array}$$

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

A

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 years old

14) What are the acceptable forms of ID for alcohol purchases? state issued ID-current

15) How many \$20 bills are in a bank band? 5