

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

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

b 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

a 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