

Hospitality

Training Module

Boundaries Coffee Training Series

Training Video

Watch this video before completing the quiz:

Ritz Carlton Service Philosophy: <https://www.youtube.com/watch?v=MOm7Gr-1BUc>

What is Hospitality?

Hospitality is the heartbeat of Boundaries Coffee—the difference between a transaction and a relationship. It's how we make guests feel valued, not just served.

Core Values:

- Passion** – Love the craft, the coffee, and the community
- Hospitality** – Treat every guest like they matter — because they do
- Selflessness** – Put the team and the guest before yourself

The Value Proposition – What Guests Come For:

- Speed** – Anticipate, move with purpose, respect their time
- Quality** – Precision in every step: espresso, milk texture, recipes, service
- Consistency** – Every location, every shift, identical excellence

The Boundaries Experience: *"That was fast, it tasted amazing, and it's always like that."*

Hospitality in Action:

1. **Welcome Well** – Every greeting sets the tone
2. **Serve Confidently** – Know the menu and maintain composure
3. **Recover Gracefully** – Fix issues quickly and sincerely

The Three Steps of Service:

1. A warm and sincere greeting, using their name when possible
2. Anticipating and fulfilling their needs
3. A fond farewell, again addressing them by name

Key Hospitality Skills:

- Warm Welcome** – Connect genuinely, create a friendly atmosphere
- Attentive Listening** – Active listening, empathy, genuine interest
- Personalization** – Tailor the experience, go above and beyond
- Positive Communication** – Positive language/tone, resolve challenges gracefully

Remember: Happy Guest > Everything Else. Win them for life! Take the liberty to make things right.

Hospitality Quiz

Minimum passing score: 80% (16/20 correct)

1. What are the three Boundaries Core Values?

- A) Speed, Quality, Consistency
- B) Passion, Hospitality, Selflessness
- C) Welcome, Serve, Recover
- D) Fast, Friendly, Fresh

2. What statement best describes the Boundaries Experience?

- A) "Great coffee at a great price"
- B) "That was fast, it tasted amazing, and it's always like that"
- C) "The friendliest baristas in town"
- D) "Coffee made your way"

3. What does the core value "Selflessness" mean at Boundaries?

- A) Work alone without asking for help
- B) Put the team and the guest before yourself
- C) Give away free drinks
- D) Work extra shifts without pay

4. What are the three Cultural Standards (Value Proposition)?

- A) Fast, Friendly, Fresh
- B) Speed, Quality, Consistency
- C) Coffee, Community, Culture
- D) Service, Smiles, Sales

5. How is "Speed" defined in our Cultural Standards?

- A) As fast as possible, no matter what
- B) Fast, never frantic. Efficiency is respect for a guest's time.
- C) Under 2 minutes per order
- D) Running between stations

6. What are the three components of "Hospitality in Action"?

- A) Greet, Serve, Clean
- B) Welcome Well, Serve Confidently, Recover Gracefully
- C) Smile, Speed, Quality
- D) Listen, Make, Deliver

7. What does "Recover Gracefully" mean?

- A) Take a break when stressed
- B) Fix issues quickly and sincerely
- C) Ask a manager to handle complaints
- D) Offer a refund immediately

8. What does "Serve Confidently" require?

- A) Never admitting mistakes
- B) Knowing the menu and maintaining composure
- C) Speaking loudly
- D) Making drinks as fast as possible

9. What are the Three Steps of Service?

- A) Speed, Quality, Consistency
- B) Warm greeting using name, anticipate/fulfill needs, fond farewell with name
- C) Welcome, Serve, Clean
- D) Take order, make drink, deliver

10. What is the first step of the Three Steps of Service?

- A) Anticipating their needs
- B) A warm and sincere greeting, using their name when possible
- C) A fond farewell
- D) Taking their order quickly

11. What key hospitality skill involves "active listening, empathy, genuine interest"?

- A) Warm Welcome
- B) Attentive Listening
- C) Personalization
- D) Positive Communication

12. What does "Personalization" mean in hospitality?

- A) Remembering every customer's name
- B) Tailoring the experience and going above and beyond
- C) Giving discounts to regulars
- D) Wearing a name tag

13. What should you prioritize above everything else?

- A) Speed of service
- B) Happy Guest
- C) Perfect drinks
- D) Clean store

14. What does "Win them for life" mean?

- A) Get every customer to sign up for rewards
- B) Create such a great experience they become loyal regulars
- C) Never let a customer leave unhappy
- D) Give free drinks to new customers

15. What does "Take the liberty to make things right" encourage?

- A) Asking your manager before fixing problems
- B) Empowering yourself to fix issues without waiting for approval
- C) Giving refunds to every complaint
- D) Ignoring small problems

16. What does "Quality" mean in the Value Proposition?

- A) Using expensive ingredients
- B) Precision in every step: espresso, milk texture, recipes, service
- C) Making drinks look pretty
- D) Never making mistakes

17. What does "Consistency" mean in the Value Proposition?

- A) Making the same drinks every day
- B) Every location, every shift, identical excellence
- C) Using the same recipes

D) Working the same shifts

18. What is the difference between a transaction and a relationship?

- A) Transactions are faster
- B) Hospitality creates relationships; without it, it's just a transaction
- C) Relationships require rewards programs
- D) Transactions don't require payment

19. What does "Positive Communication" involve?

- A) Always agreeing with the customer
- B) Using positive language/tone and resolving challenges gracefully
- C) Never saying no
- D) Speaking loudly and clearly

20. What makes Boundaries hospitality different from just "good service"?

- A) We have better coffee
- B) We make guests feel valued, not just served
- C) We are faster than competitors
- D) We have a rewards program

Answer Key

(For Manager/Trainer Use Only)

1. **B** – Passion, Hospitality, Selflessness
2. **B** – "That was fast, it tasted amazing, and it's always like that"
3. **B** – Put the team and the guest before yourself
4. **B** – Speed, Quality, Consistency
5. **B** – Fast, never frantic. Efficiency is respect for a guest's time.
6. **B** – Welcome Well, Serve Confidently, Recover Gracefully
7. **B** – Fix issues quickly and sincerely
8. **B** – Knowing the menu and maintaining composure
9. **B** – Warm greeting using name, anticipate/fulfill needs, fond farewell with name
10. **B** – A warm and sincere greeting, using their name when possible
11. **B** – Attentive Listening
12. **B** – Tailoring the experience and going above and beyond
13. **B** – Happy Guest
14. **B** – Create such a great experience they become loyal regulars
15. **B** – Empowering yourself to fix issues without waiting for approval
16. **B** – Precision in every step: espresso, milk texture, recipes, service
17. **B** – Every location, every shift, identical excellence
18. **B** – Hospitality creates relationships; without it, it's just a transaction
19. **B** – Using positive language/tone and resolving challenges gracefully
20. **B** – We make guests feel valued, not just served

Quiz Results

Score: _____ / 20 **Percentage:** _____ % **Pass/Fail:** _____

(Minimum 16/20 = 80% to pass)