

Boundaries Coffee Training Addendum

BOUNDARIES COFFEE

Barista Training Program — Supplemental Modules

About This Document

This training addendum contains six additional modules to supplement the Boundaries Coffee Pre-Arrival Training Program. Each module includes a recommended training video, learning objectives, and assessment questions with correct answers indicated.

Total Questions: 67
Estimated Completion Time: 2-3 hours

MODULE 9

Kids Drinks & Caffeine Safety

Learning Objectives

After completing this module, you will be able to: - Identify caffeine-free drink options for children - Serve kids’ drinks at appropriate temperatures - Communicate effectively with parents about caffeine content

Recommended Training

Create in-house video demonstrating kids’ drink preparation, or review this module with a trainer.

Assessment Questions

Q94. What is the maximum recommended temperature for a kids’ drink?

| Option | Answer |
|--------|------------------------------|
| A | 180°F (same as adult drinks) |
| B | 160°F |
| C | 130°F or below ✓ |
| D | Room temperature only |

Q95. Which of the following drinks contains NO caffeine and is always safe for children?

| Option | Answer |
|--------|---------------------------------|
| A | Hot chocolate |
| B | Steamed milk (steamer) ✓ |
| C | Decaf latte |

| Option | Answer |
|--------|--------|
|--------|--------|

| | |
|---|----------------|
| D | Chai tea latte |
|---|----------------|

Q96. A parent orders a latte for their 8-year-old child. What should you do?

| Option | Answer |
|--------|---|
| A | Refuse to make the drink |
| B | Make it without asking any questions |
| C | Politely confirm they want a caffeinated drink for their child, and offer caffeine-free alternatives ✓ |
| D | Lecture them about caffeine dangers |

Q97. What is a “steamer” at Boundaries Coffee?

| Option | Answer |
|--------|---|
| A | Espresso with extra foam |
| B | Steamed milk with flavored syrup (no coffee or espresso) ✓ |
| C | A hot Americano |
| D | Cold brew with cream |

Q98. Which is the BEST kids’ drink recommendation for a parent who wants something sweet but caffeine-free?

| Option | Answer |
|--------|--------------------------|
| A | Decaf mocha |
| B | Vanilla steamer ✓ |
| C | Hot chai |
| D | Iced matcha latte |

Q99. Why do we serve kids’ drinks at a lower temperature?

| Option | Answer |
|--------|--|
| A | To save energy costs |
| B | Children’s mouths are more sensitive and can burn more easily ✓ |
| C | It’s faster to make |
| D | Kids prefer lukewarm drinks |

Q100. A child reaches for a drink on the handoff counter. What should you do?

| Option | Answer |
|--------|--|
| A | Let them grab it |
| B | Hand the drink directly to the parent or adult, not the child ✓ |
| C | Tell the child to wait |
| D | Put a lid on quickly and hand it over |

Q101. Does hot chocolate contain caffeine?

| Option | Answer |
|--------|--|
| A | No, chocolate has no caffeine |
| B | Yes, chocolate contains a small amount of caffeine (about 5-10mg per serving) ✓ |
| C | Only if made with espresso |
| D | Only dark chocolate hot cocoa |

Q102. What’s the appropriate cup size to offer for a kids’ drink?

| Option | Answer |
|--------|---|
| A | Always the largest size available |
| B | A smaller size (8-12oz) is typically appropriate ✓ |
| C | Whatever the parent orders without suggestion |
| D | Only offer one size for kids |

Q103. Which syrup flavors are most popular for kids’ steamers?

| Option | Answer |
|--------|---|
| A | Espresso and mocha |
| B | Vanilla, chocolate, and strawberry ✓ |
| C | Lavender and honey |
| D | Sugar-free options only |

Q104. A parent asks if decaf coffee is truly caffeine-free. What’s the correct answer?

| Option | Answer |
|--------|--|
| A | Yes, decaf has zero caffeine |
| B | No, decaf still contains a small amount of caffeine (2-15mg per shot vs. 63mg in regular) ✓ |
| C | It depends on the brand |
| D | Decaf has the same caffeine as regular |

MODULE 10

Cold Brew Production & Service

Learning Objectives

After completing this module, you will be able to: - Explain the difference between cold brew and iced coffee - Understand cold brew production, storage, and shelf life - Properly serve and customize cold brew drinks

Recommended Training Video

“How to Make Cold Brew Coffee” by James Hoffmann
<https://youtube.com/watch?v=EvkjjPmgdTQ>

Assessment Questions

Q105. How long does cold brew typically steep at Boundaries Coffee?

| Option | Answer |
|--------|----------------------|
| A | 2-4 hours |
| B | 6-8 hours |
| C | 18-24 hours ✓ |
| D | 48-72 hours |

Q106. What is the main difference between cold brew and iced coffee?

| Option | Answer |
|--------|--|
| A | They are the same thing |
| B | Cold brew is brewed with cold water over many hours; iced coffee is hot-brewed coffee poured over ice ✓ |
| C | Iced coffee has more caffeine |
| D | Cold brew is always sweetened |

Q107. Why does cold brew taste smoother and less acidic than iced coffee?

| Option | Answer |
|--------|---|
| A | We add sugar to cold brew |
| B | Cold water extraction releases fewer acidic compounds than hot water ✓ |
| C | We use different beans for cold brew |
| D | Cold brew is diluted more |

Q108. What is the typical coffee-to-water ratio for cold brew concentrate?

| Option | Answer |
|--------|---|
| A | 1:16 (same as drip coffee) |
| B | 1:4 to 1:8 (much stronger than regular coffee) ✓ |
| C | 1:20 (weaker than drip) |
| D | 1:1 (equal parts) |

Q109. Cold brew concentrate should be diluted before serving. What's a typical dilution ratio?

| Option | Answer |
|--------|---|
| A | No dilution needed |
| B | 1:1 (one part concentrate to one part water or milk) ✓ |
| C | 1:4 (one part concentrate to four parts water) |
| D | 3:1 (three parts concentrate to one part water) |

Q110. How should cold brew be stored?

| Option | Answer |
|--------|----------------------------------|
| A | At room temperature |
| B | In the freezer |
| C | Refrigerated at 35-40°F ✓ |
| D | On the counter with a lid |

Q111. How long is cold brew safe to serve after it’s made?

| Option | Answer |
|--------|---|
| A | 24 hours |
| B | 3-5 days |
| C | 7-10 days when properly refrigerated ✓ |
| D | 30 days |

Q112. What happens to cold brew if it’s stored too long?

| Option | Answer |
|--------|--|
| A | It gets stronger |
| B | It develops stale, woody, or sour off-flavors ✓ |
| C | It becomes carbonated |
| D | Nothing — cold brew lasts indefinitely |

Q113. A customer asks: “Is cold brew stronger than regular coffee?” What’s the correct answer?

| Option | Answer |
|--------|--|
| A | No, it’s weaker |
| B | Cold brew concentrate is stronger, but we dilute it to similar caffeine levels as drip coffee; some shops serve it stronger ✓ |
| C | Yes, it always has 3x the caffeine |
| D | They’re exactly the same |

Q114. What type of grind is best for cold brew?

| Option | Answer |
|--------|-------------------------------------|
| A | Extra fine (like espresso) |
| B | Medium (like drip coffee) |
| C | Coarse (like French press) ✓ |
| D | Pre-ground from a can |

Q115. How do you make a cold brew latte?

| Option | Answer |
|--------|--|
| A | Add espresso shots to cold milk |
| B | Combine cold brew concentrate with cold milk over ice ✓ |
| C | Steam milk and pour over cold brew |
| D | Blend cold brew with ice cream |

Q116. A customer wants their cold brew sweetened. When should sweetener be added?

| Option | Answer |
|--------|--|
| A | Before brewing |
| B | Use liquid sweetener or simple syrup since sugar won’t dissolve well in cold liquid ✓ |
| C | Add granulated sugar and stir vigorously |

| Option | Answer |
|--------|---------------------------------------|
| D | Sweetener can't be added to cold brew |

MODULE 11

Milk Steaming & Latte Art Basics

Learning Objectives

After completing this module, you will be able to: - Steam milk to the proper temperature and texture - Create microfoam suitable for latte art - Troubleshoot common milk steaming problems

Recommended Training Video

“Milk Steaming for Latte Art” by Lance Hedrick
<https://youtube.com/watch?v=gvPetTPFsZM>

Assessment Questions

Q117. What is the ideal temperature range for steamed milk?

| Option | Answer |
|--------|--------------------|
| A | 100-110°F |
| B | 140-155°F ✓ |
| C | 170-180°F |
| D | 200°F+ |

Q118. What happens if milk is steamed too hot (above 170°F)?

| Option | Answer |
|--------|--|
| A | It becomes sweeter |
| B | The proteins break down, creating a burnt taste and destroying the foam structure ✓ |
| C | It foams better |
| D | Nothing changes |

Q119. What is “microfoam”?

| Option | Answer |
|--------|---|
| A | Large, bubbly foam on top of milk |
| B | Silky, velvety steamed milk with tiny, uniform bubbles integrated throughout ✓ |
| C | Milk that has been refrigerated |
| D | Foam made with skim milk |

Q120. When steaming milk, at what point should you introduce air (stretching)?

| Option | Answer |
|--------|--|
| A | Throughout the entire steaming process |
| B | Only at the very beginning, when the milk is still cold ✓ |
| C | Only at the end, when milk is hot |
| D | Air introduction isn't necessary |

Q121. What is the “stretching” phase of milk steaming?

| Option | Answer |
|--------|---|
| A | Spinning the milk in a circle |
| B | Introducing air into the milk by keeping the steam tip near the surface, creating a “chirping” sound ✓ |
| C | Heating the milk without adding air |
| D | Pouring milk into the cup |

Q122. After stretching, what should you do with the steam wand?

| Option | Answer |
|--------|--|
| A | Remove it from the milk |
| B | Submerge it deeper to create a whirlpool that integrates the foam ✓ |
| C | Turn off the steam |
| D | Add more milk to the pitcher |

Q123. Which milk alternative typically foams best for latte art?

| Option | Answer |
|--------|-------------------------------------|
| A | Almond milk |
| B | Coconut milk |
| C | Oat milk (barista edition) ✓ |
| D | Rice milk |

Q124. What should you do immediately after steaming milk?

| Option | Answer |
|--------|---|
| A | Let it sit for 30 seconds |
| B | Wipe the steam wand and purge it with a quick burst of steam ✓ |
| C | Put the pitcher in the refrigerator |
| D | Add syrup to the pitcher |

Q125. What causes large, uneven bubbles in steamed milk?

| Option | Answer |
|--------|---|
| A | Milk was too cold |
| B | Too much air was introduced or air was added after the milk got too warm ✓ |
| C | The pitcher was too small |
| D | The milk was too fresh |

Q126. How do you fix milk that has large bubbles on top?

| Option | Answer |
|--------|--|
| A | Add cold milk and re-steam |
| B | Tap the pitcher firmly on the counter and swirl to integrate the foam ✓ |
| C | Pour off the foam |
| D | Start over with fresh milk |

Q127. What size pitcher should you use for a single latte?

| Option | Answer |
|--------|--|
| A | The largest pitcher available |
| B | A pitcher that will be about 1/3 to 1/2 full with the amount of milk needed ✓ |
| C | The smallest pitcher, even if it overflows |
| D | Pitcher size doesn't matter |

Q128. For a cappuccino, how does the milk texture differ from a latte?

| Option | Answer |
|--------|--|
| A | Cappuccino milk is the same as latte milk |
| B | Cappuccino has more foam and more air — it should be lighter and airier ✓ |
| C | Cappuccino uses cold milk |
| D | Cappuccino uses no foam |

MODULE 12

Drink Recipes & Customization

Learning Objectives

After completing this module, you will be able to: - Prepare drinks according to Boundaries Coffee standards - Understand common drink customizations and modifications - Build drinks in the correct order

Recommended Training

Review drink recipe cards and practice with a trainer. Consider creating an in-house video demonstrating standard builds.

Assessment Questions

Q129. What is the standard number of espresso shots in a 16oz latte at Boundaries?

| Option | Answer |
|--------|------------------|
| A | 1 shot |
| B | 2 shots ✓ |
| C | 3 shots |

Option Answer

D 4 shots

Q130. How many pumps of syrup go in a 16oz flavored latte?

Option Answer

A 1 pump

B 2 pumps

C **4 pumps ✓**

D 6 pumps

Q131. What does “skinny” mean when a customer orders a “skinny vanilla latte”?

Option Answer

A Less syrup

B **Nonfat milk and sugar-free syrup ✓**

C Extra hot

D Smaller size

Q132. A customer orders their latte “extra hot.” What temperature should you aim for?

Option Answer

A 140°F

B **160-170°F ✓**

C 200°F

D Same temperature as normal

Q133. What does “upside down” mean for a caramel macchiato?

| Option | Answer |
|--------|--|
| A | Pour it into a to-go cup upside down |
| B | Build it like a regular latte with espresso on the bottom instead of on top ✓ |
| C | Use decaf espresso |
| D | No caramel drizzle |

Q134. What is the correct build order for an iced latte?

Option Answer

A Ice, milk, espresso, syrup

B **Syrup, espresso, milk, ice ✓**

C Espresso, ice, syrup, milk

D Milk, ice, espresso, syrup

Q135. A customer asks for “light ice.” How should you adjust the drink?

Option Answer

A **Use half the normal amount of ice ✓**

B Use no ice

| Option | Answer |
|--------|---------------------------------------|
| C | Add extra ice |
| D | Tell them ice amount can't be changed |

Q136. What's the difference between a "latte" and an "iced latte" in terms of espresso?

| Option | Answer |
|--------|---|
| A | Iced lattes use cold espresso |
| B | They use the same hot espresso shots — the shots are poured over ice ✓ |
| C | Iced lattes use double the espresso |
| D | Iced lattes don't contain espresso |

Q137. A customer orders a mocha. What sauces/ingredients make it a mocha?

| Option | Answer |
|--------|--|
| A | Caramel sauce |
| B | White chocolate sauce |
| C | Chocolate sauce (mocha sauce) ✓ |
| D | Vanilla syrup |

Q138. What does "breve" mean?

| Option | Answer |
|--------|--|
| A | Extra hot |
| B | Made with half-and-half instead of regular milk ✓ |
| C | Decaffeinated |
| D | Extra large |

Q139. How do you make a drink "blonde"?

| Option | Answer |
|--------|--|
| A | Add white chocolate |
| B | Use blonde/light roast espresso instead of regular espresso ✓ |
| C | Use oat milk |
| D | Add vanilla syrup |

Q140. A customer wants to know the caffeine content of a 16oz latte vs. 16oz drip coffee. Which has more caffeine?

| Option | Answer |
|--------|--|
| A | The latte has more |
| B | They're the same |
| C | The drip coffee typically has more caffeine ✓ |
| D | It depends on the milk type |

MODULE 13

Food Safety & Allergens

Learning Objectives

After completing this module, you will be able to: - Identify major food allergens and respond to allergy requests - Follow proper food safety and hygiene practices - Handle contamination and safety incidents appropriately

Recommended Training

Complete the Texas Food Handler certification (required) and review this module.

Assessment Questions

Q141. What are the “Big 9” major food allergens in the US?

| Option | Answer |
|--------|--|
| A | Milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, soy, sesame ✓ |
| B | Milk, eggs, pork, beef, chicken, fish, shellfish, soy, wheat |
| C | Gluten, dairy, nuts, soy, corn, eggs, fish, caffeine, sugar |
| D | There are only 5 major allergens |

Q142. A customer tells you they have a severe tree nut allergy. Which milk alternative should you AVOID?

| Option | Answer |
|--------|----------------------|
| A | Oat milk |
| B | Soy milk |
| C | Almond milk ✓ |
| D | Coconut milk |

Q143. What should you do if a customer mentions ANY food allergy?

| Option | Answer |
|--------|--|
| A | Ignore it — coffee drinks don’t contain allergens |
| B | Take it seriously, check ingredients, use clean equipment, and inform them if you cannot guarantee safety ✓ |
| C | Refuse to serve them |
| D | Assume they’re exaggerating |

Q144. How should you handle equipment when making a drink for someone with a milk allergy?

| Option | Answer |
|--------|--|
| A | Use the same pitcher as regular drinks |
| B | Use a clean, dedicated pitcher and wipe down the steam wand ✓ |
| C | Allergen handling isn’t necessary for milk |
| D | Tell them you can’t make their drink |

Q145. What is the “Temperature Danger Zone” where bacteria grow rapidly?

Option Answer

- A 0-32°F
 - B **41-135°F ✓**
 - C 150-200°F
 - D 212°F+
-

Q146. How long can milk sit at room temperature before it should be discarded?

Option Answer

- A 4 hours
 - B **2 hours ✓**
 - C 8 hours
 - D 24 hours
-

Q147. You notice the milk in the refrigerator has an “off” smell. What should you do?

- | Option | Answer |
|--------|--|
| A | Smell it again and use it if it’s not too bad |
| B | Discard it immediately and use fresh milk ✓ |
| C | Add it to drinks quickly before it gets worse |
| D | Let the next shift deal with it |
-

Q148. What should you do if you cut or burn yourself during a shift?

- | Option | Answer |
|--------|---|
| A | Keep working and bandage it later |
| B | Stop immediately, clean and bandage the wound properly (with a glove if on hands), and inform your manager ✓ |
| C | Leave your shift immediately |
| D | Ignore minor cuts |
-

Q149. A customer asks if your oat milk is gluten-free. What’s the correct response?

- | Option | Answer |
|--------|---|
| A | Yes, all oat milk is gluten-free |
| B | Check the specific brand we use — most barista oat milks are gluten-free but some may not be certified ✓ |
| C | No, oat milk always contains gluten |
| D | Gluten isn’t a concern for beverages |
-

Q150. How often should you wash your hands during a shift?

- | Option | Answer |
|--------|--|
| A | Only at the start of your shift |
| B | Before handling food, after touching your face/hair, after touching garbage, after using the restroom, and any time contamination may have occurred ✓ |
| C | Only after using the restroom |
| D | Hands don’t need washing if you’re just making drinks |
-

MODULE 14

Point of Sale (Toast) & Customer Service

Learning Objectives

After completing this module, you will be able to: - Process orders accurately using the Toast POS system - Deliver excellent customer service at the drive-thru window - Handle customer complaints and special requests professionally

Recommended Training

Complete in-house Toast POS training with a manager or trainer. Consider creating a screen recording demonstration.

Assessment Questions

Q151. What should you say when a customer approaches the window?

| Option | Answer |
|--------|---|
| A | “What do you want?” |
| B | “Welcome to Boundaries! What can I get started for you today?” ✓ |
| C | Say nothing and wait for them to order |
| D | “Are you ready?” |

Q152. A customer’s order comes to \$6.50 and they hand you a \$20 bill. What’s the correct change?

| Option | Answer |
|--------|--------------------------|
| A | \$14.50 |
| B | \$13.50 ✓ |
| C | \$12.50 |
| D | Let the POS calculate it |

Q153. When should you repeat the customer’s order back to them?

| Option | Answer |
|--------|---|
| A | Never — it wastes time |
| B | After entering it in the POS to confirm accuracy ✓ |
| C | Only if they ask |
| D | Only for complicated orders |

Q154. A customer is upset because their drink was made wrong. What’s the first thing you should do?

| Option | Answer |
|--------|---|
| A | Argue that you made it correctly |
| B | Apologize sincerely and offer to remake it immediately ✓ |
| C | Ask them to prove it was wrong |
| D | Call your manager |

Q155. Where should modifiers like “extra hot” or “oat milk” be entered in Toast?

| Option | Answer |
|--------|--|
| A | In the notes field at the bottom |
| B | Using the modifier buttons after selecting the base drink ✓ |
| C | Yell it to the barista |
| D | Modifiers can’t be entered |

Q156. A customer orders a drink you’ve never heard of. What should you do?

| Option | Answer |
|--------|---|
| A | Make something up |
| B | Ask clarifying questions about what’s in it and try to find the closest equivalent on our menu ✓ |
| C | Tell them we don’t make that |
| D | Ignore the request |

Q157. What’s the correct way to handle a mobile order when the customer arrives?

| Option | Answer |
|--------|---|
| A | Make them wait in the regular line |
| B | Confirm their name, retrieve their order, and thank them ✓ |
| C | Ask them to place the order again |
| D | Tell them mobile orders take longer |

Q158. A customer asks for a discount not shown in the system. What should you do?

| Option | Answer |
|--------|--|
| A | Make up a discount code |
| B | Politely explain you’re unable to apply unauthorized discounts, and offer to check with a manager if needed ✓ |
| C | Give them 50% off anyway |
| D | Refuse rudely |

Q159. When taking a credit card payment, what should you do with the receipt?

| Option | Answer |
|--------|---------------------------------------|
| A | Throw it away immediately |
| B | Ask if they’d like a receipt ✓ |
| C | Always force them to take it |
| D | Keep it in your pocket |

Q160. What’s the proper farewell as a customer drives away?

| Option | Answer |
|--------|---|
| A | Say nothing |
| B | “Thank you! Have a great day!” or “See you next time!” ✓ |
| C | “Next!” |
| D | “Finally” |

TRAINING SUMMARY

Module Overview

| Module | Topic | Questions | Video |
|--------|--------------------------------|-----------|-----------------|
| 9 | Kids Drinks & Caffeine Safety | 11 | In-house |
| 10 | Cold Brew Production & Service | 12 | James Hoffmann |
| 11 | Milk Steaming & Latte Art | 12 | Lance Hedrick |
| 12 | Drink Recipes & Customization | 12 | In-house |
| 13 | Food Safety & Allergens | 10 | TX Food Handler |
| 14 | POS & Customer Service | 10 | In-house |
| TOTAL | | 67 | |

Video Resources

| Module | Title | URL |
|--------|------------------------------|---|
| 10 | How to Make Cold Brew Coffee | youtube.com/watch?v=EvkjjPmgdTQ |
| 11 | Milk Steaming for Latte Art | youtube.com/watch?v=gvPetTPFsZM |

Answer Key

| Q# | Answer | Q# | Answer | Q# | Answer | Q# | Answer |
|-----|--------|-----|--------|-----|--------|-----|--------|
| 94 | C | 111 | C | 128 | B | 145 | B |
| 95 | B | 112 | B | 129 | B | 146 | B |
| 96 | C | 113 | B | 130 | C | 147 | B |
| 97 | B | 114 | C | 131 | B | 148 | B |
| 98 | B | 115 | B | 132 | B | 149 | B |
| 99 | B | 116 | B | 133 | B | 150 | B |
| 100 | B | 117 | B | 134 | B | 151 | B |
| 101 | B | 118 | B | 135 | A | 152 | B |
| 102 | B | 119 | B | 136 | B | 153 | B |
| 103 | B | 120 | B | 137 | C | 154 | B |
| 104 | B | 121 | B | 138 | B | 155 | B |
| 105 | C | 122 | B | 139 | B | 156 | B |
| 106 | B | 123 | C | 140 | C | 157 | B |
| 107 | B | 124 | B | 141 | A | 158 | B |
| 108 | B | 125 | B | 142 | C | 159 | B |
| 109 | B | 126 | B | 143 | B | 160 | B |
| 110 | C | 127 | B | 144 | B | | |