

# Boundaries Coffee Pre-Arrival Training Program

## Boundaries Coffee

### Pre-Arrival Training Program

Complete each module by watching the video, then answering the questions.

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#### How to Use This Training

1. Complete each module in order
2. For video modules: Watch the full video before answering questions
3. Questions marked **[NEW]** are additional learning questions to deepen your understanding
4. Correct answers are marked with ✓ CORRECT

**Resources** - Company Handbook:

<https://drive.google.com/file/d/1Wb9S3sgeRMxgfUezFMuLdqhj3B6sUwwD/view?usp=sharing>

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### Module 1: Onboarding Checklist

Complete the following onboarding tasks before proceeding with training.

**Q1.** I have been added to Sling and have downloaded and logged into the app. *(1 point)* - A. True ✓  
CORRECT - B. False

**Q2.** I have received my Toast Payroll Onboarding Email and completed the required steps to create my account *(1 point)* - A. True ✓ CORRECT - B. False

**Q3.** I have set up my direct deposit *(1 point)* - A. True ✓ CORRECT - B. False

**Q4.** I have reviewed the company handbook *(1 point)* - A. True ✓ CORRECT - B. False

**Q5.** I have completed my Texas Food Handler certification *(1 point)* - A. True ✓ CORRECT - B. False

**Q6.** Upload your Texas Food Handler Certificate here. *(1 point)* - A. [File Upload]

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### Module 2: Company Values & Policies

Read the company handbook before answering these questions.

**Q7.** What are the three core company values at Boundaries Coffee? (1 point) - A. Humble, Focused, Fun ✓ CORRECT - B. Hungry, Happy, Hardworking - C. Humble, Consistent, Quality - D. Excellence, Innovation, Integrity

**Q8.** What does it mean to be "humble" at Boundaries Coffee? (1 point) - A. Always acting like you're the best on the team - B. Being teachable, admitting mistakes, and putting others before yourself ✓ CORRECT - C. Ignoring feedback from managers and teammates - D. Doing things your own way, even if it affects others negatively

**Q9.** Which of the following best reflects being "focused" at Boundaries Coffee? (1 point) - A. Checking your phone between orders - B. Prioritizing personal conversations over customer service - C. Staying attentive to responsibilities and customer needs ✓ CORRECT - D. Finishing half your tasks and leaving the rest

**Q10.** Having "fun" at Boundaries Coffee primarily means: (1 point) - A. Acting silly no matter what happens - B. Creating a positive, joyful environment for customers and teammates ✓ CORRECT - C. Ignoring customer needs to enjoy yourself - D. Playing pranks during the busiest hours

**Q11.** What attitude shows humility? (1 point) - A. Apologizing when you make a mistake ✓ CORRECT - B. Blaming teammates when something goes wrong - C. Ignoring team goals to focus on your own ideas - D. Always insisting your way is the right way

**Q12.** Which situation best demonstrates being focused? (1 point) - A. You clean a messy counter without being asked because you notice it's needed. ✓ CORRECT - B. You wait for your shift lead to tell you every small task. - C. You leave early without finishing your checklist. - D. You spend time chatting with friends while customers wait.

**Q13.** Which behavior would NOT be considered humble? (1 point) - A. Asking for advice on how to improve - B. Blaming others when something goes wrong ✓ CORRECT - C. Taking responsibility when you make a mistake - D. Celebrating team wins together

**Q14.** Which of the following best captures the spirit of "fun" at Boundaries Coffee? (1 point) - A. Making customers and coworkers feel welcomed and positive ✓ CORRECT - B. Being loud and disruptive, even during rushes - C. Doing whatever you want, even if it causes confusion - D. Ignoring customers to joke around with coworkers

**Q15.** What are the three organizational values emphasized in the handbook? (1 point) - A. Humble, Focused, Fun ✓ CORRECT - B. Passion, Hospitality, Selflessness - C. Professionalism, Respect, Cleanliness - D. Skill, Communication, Joy

**Q16.** What is the expected attitude when resolving staff conflicts? (1 point) - A. Avoid confrontation and involve others immediately - B. Handle it publicly so everyone is aware - C. Attempt to resolve it directly with the other person first ✓ CORRECT - D. Escalate to HR before speaking to the other party

**Q17.** Which of the following is not appropriate workplace attire? (1 point) - A. Clean black jeans - B. Boundaries-branded t-shirt - C. Water-resistant jacket in navy - D. Fleece hoodie in gray ✓ CORRECT

**Q18.** What should an employee do if they feel unsafe during a conflict with a guest? (1 point) - A. Argue calmly but firmly - B. Continue serving until a manager steps in - C. Immediately walk away and get help from a team lead or manager ✓ CORRECT - D. Ask another employee to intervene

**Q19.** Which of the following actions may result in immediate termination? (1 point) - A. Wearing an unapproved hat - B. Forgetting to restock items - C. Using illicit drugs on the premises ✓ CORRECT - D. Arriving 5 minutes late

**Q20.** What is Boundaries' cell phone policy during work hours? (1 point) - A. Phones can be used freely as long as it doesn't interfere with work - B. Phones must be left in a locker at all times - C. Cell phone use is only allowed for emergencies or job-related tasks ✓ CORRECT - D. Texting is fine if it's quick

**Q21.** What happens on a team member's third strike under the conduct policy? (1 point) - A. A final warning is issued - B. The employee is suspended - C. Termination of employment ✓ CORRECT - D. Pay is withheld for the next shift

**Q22.** What is required of employees before consuming a meal during a shift? (1 point) - A. Get verbal permission from a teammate - B. Eat at the front counter quickly - C. Eat only in the designated area behind the walk-in cooler ✓ CORRECT - D. Log their meal break in the POS system

**Q23.** How many "no shows" within 12 months will result in potential termination? (1 point) - A. 1 - B. 2 ✓ CORRECT - C. 3 - D. 4

**Q24.** What is the definition of a no-show at Boundaries Coffee? (1 point) - A. Being over 10 minutes late for your shift - B. Giving less than 24 hours' notice for time off - C. Being more than 20 minutes late or missing a shift without notice or medical emergency ✓ CORRECT - D. Forgetting to clock in for a shift

**Q25.** An employee finds out they cannot make their shift five days before it starts. What are they expected to do? (1 point) - A. Nothing, since it's more than 24 hours in advance - B. Call in sick and assume it's excused - C. Find a replacement and notify the manager ✓ CORRECT - D. Just let the manager know the day before

**Q26.** How should you go about finding a replacement if you realize you can't make your shift? (1 point) - A. Call everyone available on Sling and ask if they can cover - B. Send a group message in the Sling messaging center ✓ CORRECT - C. Post in the team group chat and wait for replies - D. Text a few friends and hope someone picks it up

**Q27.** What should an employee do if they are feeling ill 24 hours before their shift? (1 point) - A. Wait to see if they feel better and decide in the morning - B. Notify their manager and begin calling team members to find a shift cover ✓ CORRECT - C. Text a coworker and assume it's handled - D. Message the group chat and hope someone takes the shift

**Q28.** Which of the following is part of Boundaries Coffee's required dress code? (1 point) - A. Clean, branded Boundaries attire for the base layer ✓ CORRECT - B. Any shirt or hoodie as long as it is comfortable - C. Political or graphic logo clothing - D. Brightly colored sneakers and open-toed shoes

**Q29.** Which of the following is not allowed under Boundaries Coffee's dress code? (1 point) - A. Closed-toed shoes appropriate for the weather - B. Water-resistant jackets in Boundaries colors - C. Fleece jackets for outerwear ✓ CORRECT - D. Clean black or navy pants

**Q30.** Which of the following hygiene practices is required for all employees at Boundaries Coffee? (1 point) - A. Hair must be well kept and put up off the shoulders if long ✓ CORRECT - B. Employees may wear strong perfumes or colognes - C. Nails and hands must be clean but gloves are optional - D. Hats can be dirty as long as they match Boundaries colors

**Q31.** What hygiene standard must employees follow when working a shift? (1 point) - A. Only wash hands once at the start of the shift - B. Keep nails and hands clean and well kept ✓ CORRECT - C. Use hand sanitizer instead of hand washing - D. Wear excessive jewelry to appear professional

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## Module 3: A Barista's Morning

 **TRAINING VIDEO:** A Barista's Morning [https://youtube.com/watch?v=qiSpThw\\_S-o](https://youtube.com/watch?v=qiSpThw_S-o)

*Watch the complete video above before answering the questions below.*

**Q32.** What is one of the first things the barista does when starting a morning shift? (0 points) - A. Brew espresso - B. Wash hands ✓ CORRECT - C. Fill syrups - D. Clean the pastry case

**Q33.** Why does the barista taste the batch brew after it finishes brewing? (1 point) - A. To practice cupping techniques - B. To calibrate with other baristas - C. To confirm the flavor is correct before serving customers ✓ CORRECT - D. To determine the caffeine level

**Q34.** What does "dialing in" espresso involve? (1 point) - A. Cleaning the espresso machine - B. Measuring and adjusting espresso shots for ideal yield and taste ✓ CORRECT - C. Warming up the portafilters - D. Scheduling baristas for the day

**Q35.** Which of the following tasks is part of restocking before opening the café? (1 point) - A. Scrubbing the espresso machine - B. Counting the till - C. Preparing latte art pitchers - D. Refilling lids, syrups, stir sticks, and stocking tea bags ✓ CORRECT

**Q36.** Why is it important to taste the brewed coffee before serving it to customers? (1 point) - A. To check if the coffee grinder is clean - B. To ensure the coffee tastes correct and meets company standards ✓ CORRECT - C. To compare different types of milk options - D. To practice for latte art competitions

**Q37.** What does "dialing in" espresso mean? (1 point) - A. Measuring how many lattes are sold each day - B. Adjusting the coffee grind and espresso settings to meet the correct weight and taste standards ✓

CORRECT - C. Practicing latte art during free time - D. Brewing coffee without measuring the grounds

**Q38.** What is the first thing employees are expected to do at the beginning of a shift? (1 point) - A. Pull shots for practice drinks - B. Taste the drip coffee - C. Turn on the grinders - D. Wash their hands vigorously ✓ CORRECT

**Q39.** [NEW] Why is hand washing emphasized as the very first task of the shift? (1 point) - A. It's a Texas health code requirement before handling any food or beverage items ✓ CORRECT - B. It helps wake you up in the morning - C. It's only necessary if you touched something dirty - D. It's optional but recommended

**Q40.** [NEW] When dialing in espresso, what two key measurements are you trying to achieve? (1 point) - A. Temperature and pressure - B. Dose (input weight) and yield (output weight) ✓ CORRECT - C. Grind size and water volume - D. Brew time and cup size


**Q41.** [NEW] If the espresso tastes sour during the dial-in process, what adjustment should typically be made? (1 point) - A. Use a coarser grind to speed up extraction - B. Use a finer grind to slow down extraction and increase sweetness ✓ CORRECT - C. Add more water to the shot - D. Reduce the dose amount

**Q42.** [NEW] Why is restocking supplies before opening important for the flow of service? (1 point) - A. It gives baristas something to do while waiting for customers - B. It ensures you won't run out of essential items during the rush, which would slow down service ✓ CORRECT - C. It's not important - you can restock during slow periods - D. It's mainly for appearance when the manager arrives

**Q43.** [NEW] What is the purpose of purging the espresso group head before pulling a shot? (1 point) - A. To cool down the machine - B. To flush out old grounds and ensure fresh, clean water for extraction ✓ CORRECT - C. To make a noise that signals you're ready - D. It's not necessary if the machine is already on

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## Module 4: Ordering at a Coffee Shop

 **TRAINING VIDEO:** How to Order at a Coffee Shop <https://youtube.com/watch?v=uv4d3qpbd80>


*Watch the complete video above before answering the questions below.*

**Q44.** What is the main difference between cold brew and iced coffee? (1 point) - A. Cold brew is brewed hot and then chilled quickly - B. Cold brew is brewed cold over a long period of time, usually 18–24 hours ✓ CORRECT - C. Cold brew has milk added automatically during brewing - D. Cold brew has less caffeine than iced coffee

**Q45.** What is a cortado made of? (1 point) - A. Two ounces of espresso and three and a half ounces of steamed milk - B. Two ounces of espresso and two ounces of steamed milk ✓ CORRECT - C. One ounce of espresso and one ounce of hot water - D. Two shots of espresso topped with foam only

- Q46.** What is an Americano made of? (1 point) - A. Two shots of espresso combined with hot or cold water ✓ CORRECT - B. Two shots of espresso mixed with steamed milk - C. Brewed coffee poured over ice - D. Cold brew mixed with sparkling water
- Q47.** What is a mocha? (1 point) - A. An Americano with chocolate added - B. A latte with chocolate sauce and sometimes cocoa powder ✓ CORRECT - C. A cold brew topped with whipped cream - D. A cappuccino with extra foam and cinnamon
- Q48.** [NEW] What is the key difference between a latte and a cappuccino? (1 point) - A. A cappuccino uses decaf espresso - B. A latte has more steamed milk, while a cappuccino has more foam and less liquid milk ✓ CORRECT - C. A cappuccino is always iced - D. There is no difference - they are the same drink
- Q49.** [NEW] What makes a macchiato different from other espresso drinks? (1 point) - A. It uses a different type of coffee bean - B. It's espresso "marked" or "stained" with just a small amount of milk or foam ✓ CORRECT - C. It's the same as an Americano - D. It always includes flavored syrup
- Q50.** [NEW] Why might a customer choose cold brew over iced coffee? (1 point) - A. Cold brew is always cheaper - B. Cold brew typically has a smoother, less acidic flavor due to the cold extraction process ✓ CORRECT - C. Iced coffee has more caffeine - D. Cold brew is made fresh while iced coffee is pre-made
- Q51.** [NEW] If a customer wants a strong coffee flavor but doesn't like milk, which drink would you recommend? (1 point) - A. Latte - B. Cappuccino - C. Americano ✓ CORRECT - D. Mocha
- Q52.** [NEW] What is a flat white, and how does it differ from a latte? (1 point) - A. A flat white uses oat milk only - B. A flat white has a higher ratio of espresso to milk and features microfoam rather than frothy foam ✓ CORRECT - C. A flat white is served cold - D. There is no difference - it's a regional name for a latte
- Q53.** [NEW] A customer orders a "dry" cappuccino. What does this mean? (1 point) - A. They want it with no espresso - B. They want extra foam and less steamed milk ✓ CORRECT - C. They want it at room temperature - D. They want no foam at all
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## Module 5: What is Specialty Coffee?

 **TRAINING VIDEO:** What is Specialty Coffee? [https://youtube.com/watch?v=kM\\_UIQ9fr2c](https://youtube.com/watch?v=kM_UIQ9fr2c)

*Watch the complete video above before answering the questions below.*

- Q54.** What is the technical definition of specialty coffee? (1 point) - A. Coffee with a sensory score of 80 or above based on quality measures like acidity, sweetness, and aroma ✓ CORRECT - B. Coffee that is brewed with added syrups and flavors - C. Coffee that is roasted darker than normal - D. Coffee that is only served cold or iced
- Q55.** Why does specialty coffee often cost more than commodity coffee? (1 point) - A. It is grown closer to the United States - B. Specialty coffee requires more labor, higher quality farming practices, and careful

defect removal ✓ CORRECT - C. It is roasted with more expensive equipment - D. It is taxed at a higher rate

**Q56.** What is Jon's long-term goal for the coffee industry? (1 point) - A. To make baristas more famous than chefs - B. To turn farms and producers into recognized brands for consumers ✓ CORRECT - C. To create more syrup-based drinks for cafes - D. To replace wine as the most prestigious beverage

**Q57.** [NEW] What organization developed the 100-point scoring system used to grade specialty coffee? (1 point) - A. The National Coffee Association - B. The Specialty Coffee Association (SCA) ✓ CORRECT - C. The USDA - D. Starbucks Corporation

**Q58.** [NEW] What sensory attributes are evaluated when scoring specialty coffee? (1 point) - A. Only the caffeine content and color - B. Aroma, flavor, aftertaste, acidity, body, balance, uniformity, clean cup, sweetness, and overall impression ✓ CORRECT - C. Just the bitterness and temperature - D. Only the packaging and brand name

**Q59.** [NEW] Why is traceability important in specialty coffee? (1 point) - A. It's only important for marketing purposes - B. It allows consumers to know exactly where their coffee came from and ensures farmers are fairly compensated ✓ CORRECT - C. It makes the coffee taste better - D. It's a government requirement

**Q60.** [NEW] What is the difference between "commodity" coffee and "specialty" coffee? (1 point) - A. Commodity coffee is always organic - B. Commodity coffee is mass-produced with less focus on quality, while specialty coffee is carefully sourced and graded for exceptional taste ✓ CORRECT - C. There is no difference - they are marketing terms - D. Specialty coffee is always decaffeinated

**Q61.** [NEW] How does the specialty coffee movement benefit coffee farmers? (1 point) - A. It doesn't - farmers receive the same payment regardless - B. Farmers can earn premium prices for higher quality beans, and direct trade relationships provide more income than commodity markets ✓ CORRECT - C. It only benefits roasters and cafes - D. Farmers are required to work longer hours

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## Module 6: Coffee Seed to Cup

 **TRAINING VIDEO:** Coffee Seed to Cup <https://youtube.com/watch?v=Dmpnrtey3YU>

*Watch the complete video above before answering the questions below.*

**Q62.** What factors contribute to the high quality of coffee grown at higher altitudes? (1 point) - A. Faster growth, more sunlight, more machine harvesting - B. Slow growth, rich volcanic soil, and cooler climates ✓ CORRECT - C. Fast harvesting, flat terrain, and larger bean size - D. Hotter temperatures and quicker ripening

**Q63.** What is one major reason specialty coffee costs more than commodity coffee? (1 point) - A. It is picked and processed by machines - B. It grows faster and produces more beans - C. It requires more labor-intensive harvesting and sorting by hand ✓ CORRECT - D. It is mixed with different flavored syrups

- Q64.** What is the washed process used for in coffee production? (1 point) - A. To mix different coffee varieties - B. To ferment coffee cherries to remove mucilage and improve flavor ✓ CORRECT - C. To dry coffee cherries directly in the sun without processing - D. To roast coffee immediately after harvesting
- Q65.** What is the final stage before coffee is exported and roasted? (1 point) - A. Green coffee ✓ CORRECT - B. Red cherries - C. Dry parchment - D. Wet parchment
- Q66.** What is the name of the coffee plant species that produces both commodity and specialty coffee? (1 point) - A. Coffea robusta - B. Coffea liberica - C. Coffea arabica ✓ CORRECT - D. Coffea excelsa
- Q67.** Which of the following correctly lists the five main stages of coffee processing? (1 point) - A. Green coffee, roasted coffee, wet parchment, dry parchment, red cherry - B. Red cherry, wet parchment, dry parchment, green coffee, roasted coffee ✓ CORRECT - C. Dry parchment, red cherry, green coffee, roasted coffee, wet parchment - D. Wet parchment, red cherry, roasted coffee, green coffee, dry parchment
- Q68.** Coffee is best described as what part of the plant? (1 point) - A. The seed inside a cherry ✓ CORRECT - B. The root of a small bush - C. The leaf of the coffee tree - D. The outer skin of the fruit
- Q69.** [NEW] What is the "natural" or "dry" processing method? (1 point) - A. Coffee cherries are washed immediately after picking - B. Coffee cherries are dried whole with the fruit still on the seed, creating fruity flavor notes ✓ CORRECT - C. Coffee is processed using chemicals - D. Coffee is frozen before processing
- Q70.** [NEW] What is the "Coffee Belt" or "Bean Belt"? (1 point) - A. A brand of coffee equipment - B. The region between the Tropics of Cancer and Capricorn where coffee grows best ✓ CORRECT - C. A type of coffee storage container - D. A measurement tool for coffee beans
- Q71.** [NEW] Why is selective hand-picking preferred for specialty coffee harvesting? (1 point) - A. It's faster than machine harvesting - B. It allows pickers to choose only ripe cherries, ensuring consistent quality ✓ CORRECT - C. It's required by law in all countries - D. It doesn't matter how coffee is harvested
- Q72.** [NEW] What is "mucilage" in coffee processing? (1 point) - A. A type of coffee roast - B. The sticky, sugary layer surrounding the coffee seed inside the cherry ✓ CORRECT - C. A coffee brewing method - D. A disease that affects coffee plants
- Q73.** [NEW] How does altitude affect coffee flavor development? (1 point) - A. Higher altitude means faster ripening and milder flavors - B. Higher altitude slows cherry maturation, allowing sugars and acids to develop more complex flavors ✓ CORRECT - C. Altitude has no effect on coffee flavor - D. Lower altitude produces more complex flavors
- Q74.** [NEW] What happens during the "hulling" stage of coffee processing? (1 point) - A. The coffee is roasted - B. The parchment layer is removed from the dried coffee to reveal the green bean ✓ CORRECT - C. The coffee cherries are picked - D. The coffee is brewed for testing
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## Module 7: Onyx Coffee Lab

 **TRAINING VIDEO:** Onyx Coffee Lab <https://youtube.com/watch?v=WYZQGE6M4Tc>

*Watch the complete video above before answering the questions below.*

**Q75.** What is the meaning of Onyx's tagline "Never Settle for Good Enough"? (1 point) - A. Always offer fast service over quality - B. Strive for excellence and constantly push for better quality ✓ CORRECT - C. Focus on lowering costs by cutting corners - D. Create as many new coffee drinks as possible each season

**Q76.** What quality control steps are mentioned for processing coffee at Onyx? (1 point) - A. Roast the coffee and ship it immediately without checking - B. Sort green coffee only by weight, not quality - C. Roast, color sort to remove defects, cup for quality, then bag and ship ✓ CORRECT - D. Only roast large batches without checking flavor

**Q77.** What was the original goal behind founding Onyx Coffee Lab? (1 point) - A. To open the largest chain of drive-thru coffee shops - B. To create flavored coffee syrups for mass distribution - C. To build a coffee company geared toward coffee professionals ✓ CORRECT - D. To focus exclusively on selling equipment and merchandise

**Q78.** [NEW] What is "color sorting" in coffee roasting and why is it important? (1 point) - A. It's a marketing technique to make bags look attractive - B. It uses optical sensors to identify and remove defective beans that would negatively impact flavor ✓ CORRECT - C. It determines what color bag the coffee will be sold in - D. It's the same as grading coffee by size

**Q79.** [NEW] What is "cupping" in the context of coffee quality control? (1 point) - A. A method of measuring how much coffee fits in a cup - B. A standardized tasting protocol used to evaluate coffee's aroma, flavor, and quality ✓ CORRECT - C. A way to package coffee for shipping - D. A technique for brewing espresso

**Q80.** [NEW] Why would a roaster cup every batch of coffee before shipping? (1 point) - A. To delay the shipping process - B. To ensure consistent quality and catch any defects before the coffee reaches customers ✓ CORRECT - C. It's not necessary - tasting is optional - D. To add extra caffeine to the beans

**Q81.** [NEW] How does Onyx's approach to quality reflect the "Never Settle" philosophy? (1 point) - A. They accept whatever quality beans are available - B. They implement multiple quality checkpoints throughout the process and reject anything that doesn't meet their standards ✓ CORRECT - C. They focus only on speed of production - D. They outsource all quality control

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## Module 8: The Ideal Team Player

 **TRAINING VIDEO:** The Ideal Team Player <https://youtube.com/watch?v=PRh80RyT74I>

*Watch the complete video above before answering the questions below.*

- Q82.** What are the three virtues of an ideal team player, according to Patrick Lencioni? (1 point) - A. Humble, Hungry, Smart ✓ CORRECT - B. Helpful, Honest, Strategic - C. Hardworking, Empathetic, Logical - D. Happy, Healthy, Structured
- Q83.** What does Lencioni say is the most important of the three virtues? (1 point) - A. Smart - B. Hungry - C. Humble ✓ CORRECT - D. Hardworking
- Q84.** What does it mean to be “hungry” in the context of being a team player? (1 point) - A. Wanting promotions and recognition - B. Having a strong internal drive to do more than the minimum ✓ CORRECT - C. Working long hours for approval - D. Being competitive with teammates
- Q85.** What type of team member is described as smart and hungry but not humble? (1 point) - A. Accidental mess maker - B. Lovable slacker - C. Skillful politician ✓ CORRECT - D. Silent contributor
- Q86.** Which of the following best describes someone who is humble and smart but not hungry? (1 point) - A. Skillful politician - B. Lovable slacker ✓ CORRECT - C. Silent overachiever - D. Unintentional leader
- Q87.** [NEW] What does “smart” mean in Lencioni's framework (it's not about intelligence)? (1 point) - A. Having a high IQ - B. Being good at solving math problems - C. Having common sense about people - understanding how words and actions affect others ✓ CORRECT - D. Being the smartest person in the room
- Q88.** [NEW] What type of team member is described as humble and hungry but not smart? (1 point) - A. The Skillful Politician - B. The Accidental Mess Maker - they mean well but unintentionally create interpersonal problems ✓ CORRECT - C. The Lovable Slacker - D. The Perfect Employee
- Q89.** [NEW] Why is humility considered the most important virtue for team players? (1 point) - A. Because humble people don't ask for raises - B. Because without humility, a person's hunger and smarts can be used for selfish purposes that harm the team ✓ CORRECT - C. Because humble people work faster - D. Humility isn't actually that important
- Q90.** [NEW] A coworker always does the minimum required and leaves exactly on time, but is pleasant and well-liked. Which virtue are they likely missing? (1 point) - A. Humble - B. Smart - C. Hungry ✓ CORRECT - D. None - they're an ideal team player
- Q91.** [NEW] How can you demonstrate being “hungry” during a shift at Boundaries Coffee? (1 point) - A. Complaining that you're not being given enough hours - B. Doing only what's on your assigned checklist - C. Looking for additional tasks to help the team, even when your own work is done ✓ CORRECT - D. Asking for a promotion every week
- Q92.** [NEW] A team member is talented and driven but takes credit for others' work and manipulates situations. What type are they? (1 point) - A. The Ideal Team Player - B. The Lovable Slacker - C. The Skillful Politician - they lack humility ✓ CORRECT - D. The Accidental Mess Maker

**Q93.** [NEW] According to Lencioni, which combination of missing virtues is the most dangerous for a team? (1 point) - A. Missing humble only - B. Missing hungry only - C. Missing smart only - D. Having none of the three virtues ✓ CORRECT

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## Training Summary

Total Modules	8
Total Questions	93
Original Questions	60
Enhanced Learning Questions	33
Training Videos	6

## Video Links Quick Reference

- 1. **A Barista’s Morning:** [https://youtube.com/watch?v=qiSpThw\\_S-o](https://youtube.com/watch?v=qiSpThw_S-o)
- 2. **How to Order at a Coffee Shop:** <https://youtube.com/watch?v=uv4d3qpb80>
- 3. **What is Specialty Coffee?:** [https://youtube.com/watch?v=kM\\_UIQ9fr2c](https://youtube.com/watch?v=kM_UIQ9fr2c)
- 4. **Coffee Seed to Cup:** <https://youtube.com/watch?v=Dmpnrtey3YU>
- 5. **Onyx Coffee Lab:** <https://youtube.com/watch?v=WYZQGE6M4Tc>
- 6. **The Ideal Team Player:** <https://youtube.com/watch?v=PRh80RyT74I>