


Boundaries Coffee Training Addendum

Boundaries Coffee

Training Addendum: New Modules

These modules supplement the existing Pre-Arrival Training Program

Module 9: Kids Drinks & Caffeine Safety

 **SUGGESTED VIDEO:** Search “How to Make Kids Drinks at a Coffee Shop” or create in-house content

Overview

Serving children requires special attention to temperature, caffeine content, and parental communication. These guidelines ensure we serve families safely and professionally.

Q94. What is the maximum recommended temperature for a kids’ drink? (1 point) - A. 180°F (same as adult drinks) - B. 160°F - C. 130°F or below ✓ CORRECT - D. Room temperature only

Q95. Which of the following drinks contains NO caffeine and is always safe for children? (1 point) - A. Hot chocolate - B. Steamed milk (steamer) ✓ CORRECT - C. Decaf latte - D. Chai tea latte

Q96. A parent orders a latte for their 8-year-old child. What should you do? (1 point) - 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 ✓ CORRECT - D. Lecture them about caffeine dangers

Q97. What is a “steamer” at Boundaries Coffee? (1 point) - A. Espresso with extra foam - B. Steamed milk with flavored syrup (no coffee or espresso) ✓ CORRECT - C. A hot Americano - D. Cold brew with cream

Q98. Which of the following is the BEST kids’ drink recommendation for a parent who wants something sweet but caffeine-free? (1 point) - A. Decaf mocha - B. Vanilla steamer ✓ CORRECT - C. Hot chai - D. Iced matcha latte

Q99. Why do we serve kids’ drinks at a lower temperature? (1 point) - A. To save energy costs - B. Children’s mouths are more sensitive and can burn more easily ✓ CORRECT - 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? (1 point) - A. Let them grab it - B. Hand the drink directly to the parent or adult, not the child ✓ CORRECT - C. Tell the child to wait - D. Put a lid on quickly and hand it over

Q101. Does hot chocolate contain caffeine? (1 point) - A. No, chocolate has no caffeine - B. Yes, chocolate contains a small amount of caffeine (about 5-10mg per serving) ✓ CORRECT - 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? (1 point) - A. Always the largest size available - B. A smaller size (8-12oz) is typically appropriate ✓ CORRECT - C. Whatever the parent orders without suggestion - D. Only offer one size for kids

Q103. Which syrup flavors are most popular for kids' steamers? (1 point) - A. Espresso and mocha - B. Vanilla, chocolate, and strawberry ✓ CORRECT - 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? (1 point) - A. Yes, decaf has zero caffeine - B. No, decaf still contains a small amount of caffeine (2-15mg per shot vs. 63mg in regular) ✓ CORRECT - C. It depends on the brand - D. Decaf has the same caffeine as regular

Module 10: Cold Brew Production & Service

 **SUGGESTED VIDEO:** "How to Make Cold Brew Coffee" by James Hoffmann
<https://youtube.com/watch?v=EvkjjPmgdTQ>

Overview

Cold brew is one of our most popular products, especially in warm weather. Understanding how it's made and how it differs from iced coffee is essential for every barista.

Q105. How long does cold brew typically steep at Boundaries Coffee? (1 point) - A. 2-4 hours - B. 6-8 hours - C. 18-24 hours ✓ CORRECT - D. 48-72 hours

Q106. What is the main difference between cold brew and iced coffee? (1 point) - 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 ✓ CORRECT - 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? (1 point) - A. We add sugar to cold brew - B. Cold water extraction releases fewer acidic compounds than hot water ✓ CORRECT - 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? (1 point) - A. 1:16 (same as drip coffee) - B. 1:4 to 1:8 (much stronger than regular coffee) ✓ CORRECT - 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? (1 point) - A. No dilution needed - B. 1:1 (one part concentrate to one part water or milk) ✓ CORRECT - 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? (*1 point*) - A. At room temperature - B. In the freezer - C. Refrigerated at 35-40°F ✓ CORRECT - D. On the counter with a lid

Q111. How long is cold brew safe to serve after it's made? (*1 point*) - A. 24 hours - B. 3-5 days - C. 7-10 days when properly refrigerated ✓ CORRECT - D. 30 days

Q112. What happens to cold brew if it's stored too long? (*1 point*) - A. It gets stronger - B. It develops stale, woody, or sour off-flavors ✓ CORRECT - 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? (*1 point*) - 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 ✓ CORRECT - C. Yes, it always has 3x the caffeine - D. They're exactly the same

Q114. What type of grind is best for cold brew? (*1 point*) - A. Extra fine (like espresso) - B. Medium (like drip coffee) - C. Coarse (like French press) ✓ CORRECT - D. Pre-ground from a can

Q115. How do you make a cold brew latte? (*1 point*) - A. Add espresso shots to cold milk - B. Combine cold brew concentrate with cold milk over ice ✓ CORRECT - 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? (*1 point*) - A. Before brewing - B. Use liquid sweetener or simple syrup since sugar won't dissolve well in cold liquid ✓ CORRECT - C. Add granulated sugar and stir vigorously - D. Sweetener can't be added to cold brew

Module 11: Milk Steaming & Latte Art Basics

 **SUGGESTED VIDEO:** "Milk Steaming for Latte Art" by Lance Hedrick
<https://youtube.com/watch?v=gvPetTPFsZM>

Overview

Properly steamed milk is essential for lattes, cappuccinos, and other espresso drinks. This module covers technique, temperature, and troubleshooting.

Q117. What is the ideal temperature range for steamed milk? (*1 point*) - A. 100-110°F - B. 140-155°F ✓ CORRECT - C. 170-180°F - D. 200°F+

Q118. What happens if milk is steamed too hot (above 170°F)? (*1 point*) - A. It becomes sweeter - B. The proteins break down, creating a burnt taste and destroying the foam structure ✓ CORRECT - C. It foams better - D. Nothing changes

Q119. What is "microfoam"? (*1 point*) - A. Large, bubbly foam on top of milk - B. Silky, velvety steamed milk with tiny, uniform bubbles integrated throughout ✓ CORRECT - C. Milk that has been refrigerated - D. Foam made with skim milk

Q120. When steaming milk, at what point should you introduce air (stretching)? (*1 point*) - A. Throughout the entire steaming process - B. Only at the very beginning, when the milk is still cold ✓ CORRECT - C. Only at the end, when milk is hot - D. Air introduction isn't necessary

Q121. What is the “stretching” phase of milk steaming? (*1 point*) - 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 ✓ CORRECT - C. Heating the milk without adding air - D. Pouring milk into the cup

Q122. After stretching, what should you do with the steam wand? (*1 point*) - A. Remove it from the milk - B. Submerge it deeper to create a whirlpool that integrates the foam ✓ CORRECT - C. Turn off the steam - D. Add more milk to the pitcher

Q123. Which milk alternative typically foams best for latte art? (*1 point*) - A. Almond milk - B. Coconut milk - C. Oat milk (barista edition) ✓ CORRECT - D. Rice milk

Q124. What should you do immediately after steaming milk? (*1 point*) - A. Let it sit for 30 seconds - B. Wipe the steam wand and purge it with a quick burst of steam ✓ CORRECT - C. Put the pitcher in the refrigerator - D. Add syrup to the pitcher


Q125. What causes large, uneven bubbles in steamed milk? (*1 point*) - A. Milk was too cold - B. Too much air was introduced or air was added after the milk got too warm ✓ CORRECT - C. The pitcher was too small - D. The milk was too fresh

Q126. How do you fix milk that has large bubbles on top? (*1 point*) - A. Add cold milk and re-steam - B. Tap the pitcher firmly on the counter and swirl to integrate the foam ✓ CORRECT - C. Pour off the foam - D. Start over with fresh milk

Q127. What size pitcher should you use for a single latte? (*1 point*) - A. The largest pitcher available - B. A pitcher that will be about 1/3 to 1/2 full with the amount of milk needed ✓ CORRECT - 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? (*1 point*) - A. Cappuccino milk is the same as latte milk - B. Cappuccino has more foam and more air - it should be lighter and airier ✓ CORRECT - C. Cappuccino uses cold milk - D. Cappuccino uses no foam

Module 12: Drink Recipes & Customization

 **SUGGESTED VIDEO:** Create in-house recipe training video or use the drink menu cards

Overview

Consistency is key. Every drink should taste the same whether made by any barista at any location. This module covers our core recipes and common customizations.

Q129. What is the standard number of espresso shots in a 16oz latte at Boundaries? (*1 point*) - A. 1 shot - B. 2 shots ✓ CORRECT - C. 3 shots - D. 4 shots

Q130. How many pumps of syrup go in a 16oz flavored latte? (*1 point*) - A. 1 pump - B. 2 pumps - C. 4 pumps ✓ CORRECT - D. 6 pumps

Q131. What does “skinny” mean when a customer orders a “skinny vanilla latte”? (*1 point*) - A. Less syrup - B. Nonfat milk and sugar-free syrup ✓ CORRECT - C. Extra hot - D. Smaller size

Q132. A customer orders their latte “extra hot.” What temperature should you aim for? (1 point) - A. 140°F - B. 160-170°F ✓ CORRECT - C. 200°F - D. Same temperature as normal

Q133. What does “upside down” mean for a caramel macchiato? (1 point) - 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 ✓ CORRECT - C. Use decaf espresso - D. No caramel drizzle

Q134. What is the correct build order for an iced latte? (1 point) - A. Ice, milk, espresso, syrup - B. Syrup, espresso, milk, ice ✓ CORRECT - C. Espresso, ice, syrup, milk - D. Milk, ice, espresso, syrup

Q135. A customer asks for “light ice.” How should you adjust the drink? (1 point) - A. Use half the normal amount of ice ✓ CORRECT - B. Use no ice - 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? (1 point) - A. Iced lattes use cold espresso - B. They use the same hot espresso shots - the shots are poured over ice ✓ CORRECT - 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? (1 point) - A. Caramel sauce - B. White chocolate sauce - C. Chocolate sauce (mocha sauce) ✓ CORRECT - D. Vanilla syrup

Q138. What does “breve” mean? (1 point) - A. Extra hot - B. Made with half-and-half instead of regular milk ✓ CORRECT - C. Decaffeinated - D. Extra large

Q139. How do you make a drink “blonde”? (1 point) - A. Add white chocolate - B. Use blonde/light roast espresso instead of regular espresso ✓ CORRECT - 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? (1 point) - A. The latte has more - B. They’re the same - C. The drip coffee typically has more caffeine ✓ CORRECT - D. It depends on the milk type

Module 13: Food Safety & Allergens

 **SUGGESTED VIDEO:** ServSafe Food Handler Training Clips (or Texas Food Handler content)

Overview

Food safety is legally required and essential for customer health. This module covers critical allergen and safety protocols.

Q141. What are the “Big 9” major food allergens in the US? (1 point) - A. Milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, soy, sesame ✓ CORRECT - 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? (1 point) - A. Oat milk - B. Soy milk - C. Almond milk ✓ CORRECT - D. Coconut milk (coconut is not a tree nut for FDA purposes, though some

are allergic)

Q143. What should you do if a customer mentions ANY food allergy? (1 point) - 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 ✓ CORRECT - 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? (1 point) - A. Use the same pitcher as regular drinks - B. Use a clean, dedicated pitcher and wipe down the steam wand ✓ CORRECT - 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? (1 point) - A. 0-32°F - B. 41-135°F ✓ CORRECT - C. 150-200°F - D. 212°F+

Q146. How long can milk sit at room temperature before it should be discarded? (1 point) - A. 4 hours - B. 2 hours ✓ CORRECT - C. 8 hours - D. 24 hours


Q147. You notice the milk in the refrigerator has an "off" smell. What should you do? (1 point) - A. Smell it again and use it if it's not too bad - B. Discard it immediately and use fresh milk ✓ CORRECT - 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? (1 point) - 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 ✓ CORRECT - 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? (1 point) - 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 ✓ CORRECT - 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? (1 point) - 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 ✓ CORRECT - 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

 **SUGGESTED VIDEO:** Create in-house Toast POS training video

Overview

Efficient use of the POS system and excellent customer service are essential for smooth operations and customer satisfaction.

Q151. What should you say when a customer approaches the window? (1 point) - A. "What do you want?" - B. "Welcome to Boundaries! What can I get started for you today?" ✓ CORRECT - 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? (1 point) - A. \$14.50 - B. \$13.50 ✓ CORRECT - C. \$12.50 - D. Let the POS calculate it

Q153. When should you repeat the customer's order back to them? (1 point) - A. Never - it wastes time - B. After entering it in the POS to confirm accuracy ✓ CORRECT - 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? (1 point) - A. Argue that you made it correctly - B. Apologize sincerely and offer to remake it immediately ✓ CORRECT - 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? (1 point) - A. In the notes field at the bottom - B. Using the modifier buttons after selecting the base drink ✓ CORRECT - 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? (1 point) - A. Make something up - B. Ask clarifying questions about what's in it and try to find the closest equivalent on our menu ✓ CORRECT - 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? (1 point) - A. Make them wait in the regular line - B. Confirm their name, retrieve their order, and thank them ✓ CORRECT - 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? (1 point) - 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 ✓ CORRECT - C. Give them 50% off anyway - D. Refuse rudely

Q159. When taking a credit card payment, what should you do with the receipt? (1 point) - A. Throw it away immediately - B. Ask if they'd like a receipt ✓ CORRECT - C. Always force them to take it - D. Keep it in your pocket

Q160. What's the proper farewell as a customer drives away? (1 point) - A. Say nothing - B. "Thank you! Have a great day!" or "See you next time!" ✓ CORRECT - C. "Next!" - D. "Finally"

Training Addendum Summary

Module	Topic	Questions
Module 9	Kids Drinks & Caffeine Safety	Q94-Q104 (11)
Module 10	Cold Brew Production & Service	Q105-Q116 (12)
Module 11	Milk Steaming & Latte Art Basics	Q117-Q128 (12)
Module 12	Drink Recipes & Customization	Q129-Q140 (12)
Module 13	Food Safety & Allergens	Q141-Q150 (10)
Module 14	Point of Sale & Customer Service	Q151-Q160 (10)

Total New Questions: 67 Combined Total (Original + New): 160 questions

Suggested Video Resources

Module	Video	Link
Cold Brew	James Hoffmann - How to Make Cold Brew	https://youtube.com/watch?v=EvkjjPmgdTQ
Milk Steaming	Lance Hedrick - Milk Steaming Tutorial	https://youtube.com/watch?v=gvPetTPFsZM
Kids Drinks	(Create in-house)	—
Recipes	(Create in-house with menu cards)	—
Food Safety	Texas Food Handler course	—
Toast POS	(Create in-house screen recording)	—