

# Starbucks Vietnam - Test Summary Report

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Function Applied: management Trainee

Total Score: 252

Average Time / Question: 112.1 s

Start Time: 2025-10-17T15:42:07.632

End Time: 2025-10-17T16:45:16.022

Recording Status: active

## **Device Info:**

- Browser: Chrome
- DeviceType: Desktop
- OS: macOS

Flagged Questions: 14

# Performance Summary

Total Questions: 32 | Correct: 18 | Accuracy: 56.2%

Skill Area	Questions	Correct	Avg Time (s)
Sjt	8	0	147.3
Numerical	8	4	123.8
Data Analysis	8	7	140.4
Logical	4	4	45.9
Verbal	4	3	28.1

Notes: • Accuracy reflects items with single-correct options (Point:10). • Average time is derived from per-question Time fields. • For full auditability, refer to Question Breakdown pages.

# Detailed Question Breakdown

## Q1. [Sjt | medium | 203.0s]

Scenario: You are a Management Trainee at Starbucks, currently assigned to support the store manager in one of the busiest stores in Ho Chi Minh City. The store has just launched a new beverage promotion that significantly increases customer traffic. During peak hours, you notice that two baristas are openly arguing about task distribution. One feels overwhelmed with preparing mobile orders, while the other claims they are unfairly handling all customer-facing duties at the counter. The tension is visible, and other team members are becoming distracted. Some customers in line are also starting to look uncomfortable as they notice the conflict. The store manager is temporarily away, leaving you responsible for maintaining order and service flow.

Question: As a Management Trainee, how would you handle this conflict to ensure smooth operations, maintain customer experience, and preserve team morale? Please describe your approach in detail.

(Maximum 250 words)

A. Placeholder for writing response

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## Q2. [Sjt | hard | 142.9s]

Scenario: You are participating in a cross-functional project with a local business partner to co-launch a Starbucks community event. While planning, the partner suggests changes to the event concept that may reduce Starbucks' brand visibility but increase cost efficiency. The marketing representative from Starbucks strongly disagrees, insisting that brand recognition is the top priority. Meetings become tense as both sides defend their positions. You notice the partnership could be at risk if the disagreement is not resolved soon, yet the event date is only two weeks away. Senior management expects you to contribute constructive ideas to maintain progress.

Question: As a Management Trainee, how would you handle this disagreement with the external partner to balance Starbucks' brand objectives, cost concerns, and the importance of maintaining long-term collaboration? Please describe your response in detail. (Maximum 250 words)

A. Placeholder for writing response

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## Q3. [Sjt | hard | 277.6s]

Scenario: During your rotation in the supply chain department, you are informed that one of Starbucks' key local suppliers has unexpectedly delayed a shipment of essential ingredients. The store managers are worried because the delay will affect the availability of a popular seasonal beverage. The supplier explains that the delay was due to transportation issues and promises delivery within the next three days. However, customers have already started asking about the product in stores, and some staff members are unsure how to respond. Your supervisor is currently in a regional meeting, leaving you to coordinate the immediate response.

# Detailed Question Breakdown

## Q5. [Sjt | hard | 158.8s]

Scenario: You are working on a project that requires coordination between the operations and accounting departments. The operations team insists on implementing a new store process immediately to improve efficiency, but the accounting team argues that the financial impact has not been fully analyzed. Both sides become increasingly frustrated in meetings, and deadlines for the project are being missed. As a trainee, you observe that team members are focusing more on defending their perspectives rather than finding a shared solution. Senior leaders expect progress updates next week, and you sense the tension may harm collaboration if left unresolved.

Question: As a Management Trainee, how would you facilitate collaboration between both departments to move the project forward effectively? Please describe your approach in detail. (Maximum 250 words)

A. Placeholder for writing response

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## Q6. [Sjt | hard | 123.1s]

Scenario: As a Management Trainee, you are assigned to a project team that includes employees from different backgrounds, age groups, and levels of experience. During a brainstorming session, younger team members propose innovative ideas that older members quickly dismiss as unrealistic. The atmosphere becomes tense, and the younger members stop contributing, while the older ones dominate the conversation. You notice that the discussion is unproductive, and the project risks losing valuable input. The team leader asks you to help mediate the discussion and ensure everyone's perspective is heard.

Question: As a Management Trainee, how would you encourage collaboration among diverse team members, balance respect for experience with openness to new ideas, and keep the project on track? Please describe your approach in detail. (Maximum 250 words)

A. Placeholder for writing response

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## Q7. [Sjt | medium | 70.5s]

Scenario: You are assigned to oversee daily operations at a Starbucks branch during your trainee rotation. A customer approaches the counter visibly upset because the order they received was wrong, and they had already waited 15 minutes in line. The barista on duty insists that the order was prepared correctly according to the system, and refuses to acknowledge any mistake. The customer raises their voice, attracting attention from others in the store. Meanwhile, the queue is growing longer, and the barista looks increasingly defensive and frustrated. You realize that the situation could escalate if not handled quickly.

# Detailed Question Breakdown

## Q9. [Numerical | Medium | 114.2s]

Question: If the annual expense budget was evenly allocated for each Quarter, which Department is under budget by the highest amount in Quarter 4?

- A. Sales
- B. R&D
- C. Marketing
- D. Finance (Correct ☐) (Your choice)

Reference: [https://drive.google.com/file/d/1w9gatpRsIMhApyQYIRaPWyKC2inW-WHB/view?usp=drive\\_link](https://drive.google.com/file/d/1w9gatpRsIMhApyQYIRaPWyKC2inW-WHB/view?usp=drive_link)

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## Q10. [Numerical | Medium | 132.8s]

Question: What is the difference in value between total sales for iPods compared to cameras?

- A. £612,000 (Correct ☐) (Your choice)
- B. £712,000
- C. £912,000
- D. £812,000

Reference: [https://drive.google.com/file/d/1otFdezLjFoS-IZJLkJDeA911iNALkINc/view?usp=drive\\_link](https://drive.google.com/file/d/1otFdezLjFoS-IZJLkJDeA911iNALkINc/view?usp=drive_link)

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## Q11. [Numerical | Hard | 274.6s]

Question: If the percentage changes in expenses that each Department exhibited between Quarters 3–4 continued into the first quarter of the next year, what would be that quarter's total expenses (to the nearest £100)?

- A. £19,100 (Correct ☐) (Your choice)
- B. £17,100
- C. £20,600
- D. £19,600

Reference: [https://drive.google.com/file/d/1zuSWVfjqn\\_oeet7n0RKbxATsBPoOitsp/view?usp=drive\\_link](https://drive.google.com/file/d/1zuSWVfjqn_oeet7n0RKbxATsBPoOitsp/view?usp=drive_link)

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## Q12. [Numerical | Medium | 163.0s]

Question: In Week two ¥10,000 is converted into £. In Week 5 this is converted into what value in Euro €?

- A. €77.76
- B. €99.53 (Correct ☐)
- C. €60.75
- D. €104.82 (Your choice)

Reference: [https://drive.google.com/file/d/1LbG\\_EsVNuoJndNQFfNBmogcPnzXxbaEq/view?usp=drive\\_link](https://drive.google.com/file/d/1LbG_EsVNuoJndNQFfNBmogcPnzXxbaEq/view?usp=drive_link)

## Detailed Question Breakdown

### Q13. [Numerical | Hard | 61.9s]

Question: If, in Year 3, Consultancies A to E represent 60% of the marketplace by value of sales, what is the value of the marketplace excluding Consultancies A-E?

- A. €8.8 million (Your choice)
- B. €8.6 million (Correct ☐)
- C. €8.7 million
- D. €8.5 million

Reference: [https://drive.google.com/file/d/1tJn8NAXjwbileVVu\\_R3bs69nUo5PC9d9/view?usp=drive\\_link](https://drive.google.com/file/d/1tJn8NAXjwbileVVu_R3bs69nUo5PC9d9/view?usp=drive_link)

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### Q14. [Numerical | Medium | 88.2s]

Question: Next Year's turnover projection for Consultancies A-E combined represents what proportional change on Year 4's turnover for Consultancies A-E?

- A. 4.60% (Correct ☐) (Your choice)
- B. 5.20%
- C. 4.20%
- D. 5.60%

Reference: [https://drive.google.com/file/d/1-l1OdzPWD04Dj0LCHsr7Ji7IHcjsrd0a/view?usp=drive\\_link](https://drive.google.com/file/d/1-l1OdzPWD04Dj0LCHsr7Ji7IHcjsrd0a/view?usp=drive_link)

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### Q15. [Numerical | Hard | 76.5s]

Question: In 2012 total Catalogue sales are forecast to increase by  $\frac{1}{4}$ , total Online sales to increase by a  $\frac{1}{5}$ th, and High Street sales to decrease by 12%. What will be the 2012 sales for Catalogue, Online and High Street combined (to the nearest £1,000)?

- A. £6,333,000 (Correct ☐)
- B. £6,285,000 (Your choice)
- C. £6,433,000
- D. £5,597,000

Reference: [https://drive.google.com/file/d/1CueRwiVH1EDChR-TYNHcF5EC0qH-gdHd/view?usp=drive\\_link](https://drive.google.com/file/d/1CueRwiVH1EDChR-TYNHcF5EC0qH-gdHd/view?usp=drive_link)

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### Q16. [Numerical | Hard | 79.4s]

Question: During Week 1 a traveller splits £2,100 equally into US Dollar (\$), Japanese Yen (¥) and South African Rand (R). How many £ does the traveller have on Week 3 if all the currencies are converted back into £ and he is charged a 5% fee for each transaction from one currency into another (to the nearest £100)?

- A. £1,900 (Your choice)
- B. £2,100

# Detailed Question Breakdown

## Q17. [Data Analysis | Hard | 153.3s]

Question: Which of the following statements is NOT correct based on the dataset?

- A. Company F had the lowest labor cost per unit of production. (Correct ☐) (Your choice)
- B. Company C produced the most net output units.
- C. Company C created the highest value per net output unit.
- D. Company A delivered the highest output value per operating hour.

Reference: [https://drive.google.com/file/d/1gRmix5RTtOO0C1YY9vOa8DiN7F1mUDYp/view?usp=drive\\_link](https://drive.google.com/file/d/1gRmix5RTtOO0C1YY9vOa8DiN7F1mUDYp/view?usp=drive_link)

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## Q18. [Data Analysis | Hard | 239.9s]

Question: Which of the following statements is NOT correct based on the dataset?

- A. Company D achieved the highest sales per unit of inventory.
- B. Company B earned the highest operating cost efficiency (Correct ☐) (Your choice)
- C. Company A ranked second in profit per unit sold.
- D. Company C generated the highest net profit per unit of inventory.

Reference: [https://drive.google.com/file/d/146-LMxIfpovTb3i0g3l8kaqxvqOosoz/view?usp=drive\\_link](https://drive.google.com/file/d/146-LMxIfpovTb3i0g3l8kaqxvqOosoz/view?usp=drive_link)

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## Q19. [Data Analysis | Medium | 103.9s]

Question: Which of the following statements is correct based on the dataset?

- A. Company B had the highest net output units.
- B. Company D achieved the lowest defect rate. (Correct ☐) (Your choice)
- C. Company E achieved the highest net output units per operating hour.
- D. Company C achieved the highest output value per operating hour.

Reference: [https://drive.google.com/file/d/1VvFkAj8RKAQgROmuled6rpFP8AGOHbql/view?usp=drive\\_link](https://drive.google.com/file/d/1VvFkAj8RKAQgROmuled6rpFP8AGOHbql/view?usp=drive_link)

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## Q20. [Data Analysis | Hard | 122.0s]

Question: Which of the following statements is NOT correct based on the dataset?

- A. Company F achieved the lowest operating cost per order.
- B. Company C processed the highest number of orders relative to its inventory.
- C. Company B had the highest revenue per order. (Your choice)
- D. Company A achieved the highest revenue-to-cost ratio. (Correct ☐)

Reference: [https://drive.google.com/file/d/1Y7AvNCO4zu62VI25pXBI\\_JSe24PgJdPI/view?usp=drive\\_link](https://drive.google.com/file/d/1Y7AvNCO4zu62VI25pXBI_JSe24PgJdPI/view?usp=drive_link)

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# Detailed Question Breakdown

## Q21. [Data Analysis | Medium | 125.6s]

Question: Which of the following statements is correct based on the dataset?

- A. Mr. B had the lowest errors per hour.
- B. Ms. A had a higher tasks-per-output ratio than Ms. F.
- C. Mr. C achieved the highest task productivity. (Correct ☐) (Your choice)
- D. Ms. F achieved the highest output per error.

Reference: [https://drive.google.com/file/d/1AzhAQWP3BH271w\\_PxDZt3WeSfXlqAnUA/view?usp=drive\\_link](https://drive.google.com/file/d/1AzhAQWP3BH271w_PxDZt3WeSfXlqAnUA/view?usp=drive_link)

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## Q22. [Data Analysis | Hard | 69.8s]

Question: Which of the following statements is NOT correct based on the dataset?

- A. Ms. F had the lowest hours per task. (Correct ☐) (Your choice)
- B. Ms. E outperformed Ms. F in output per task.
- C. Mr. D had the lowest error rate.
- D. Ms. F achieved higher output per training hour than Ms. A.

Reference: [https://drive.google.com/file/d/1e8M9OfsY0dJKvjLEa8deUwaMTFq\\_5h0a/view?usp=drive\\_link](https://drive.google.com/file/d/1e8M9OfsY0dJKvjLEa8deUwaMTFq_5h0a/view?usp=drive_link)

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## Q23. [Data Analysis | Medium | 164.5s]

Question: Which of the following statements is correct based on the dataset?

- A. Company C generated the highest sales-to-revenue ratio.
- B. Company A had the highest revenue-to-inventory ratio.
- C. Company A had the highest operating cost per unit of inventory.
- D. Company E achieved the highest net profit among all companies. (Correct ☐) (Your choice)

Reference: [https://drive.google.com/file/d/1e188mU7I4DA6Z8cMI02d0TU7xmJ-1yvB/view?usp=drive\\_link](https://drive.google.com/file/d/1e188mU7I4DA6Z8cMI02d0TU7xmJ-1yvB/view?usp=drive_link)

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## Q24. [Data Analysis | Medium | 143.9s]

Question: Which of the following statements is correct based on the dataset?

- A. Company C achieved the highest revenue per day of delivery time.
- B. Company D generated the highest orders per \$1000 operating cost.
- C. Company F had the lowest cost-to-inventory ratio.
- D. Company A achieved the highest net profit. (Correct ☐) (Your choice)

Reference: [https://drive.google.com/file/d/17Wifzyaa8\\_iN1KtzWIOMwX8ogX0lWYop/view?usp=drive\\_link](https://drive.google.com/file/d/17Wifzyaa8_iN1KtzWIOMwX8ogX0lWYop/view?usp=drive_link)

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# Detailed Question Breakdown

## Q25. [Logical | medium | 60.2s]

Question: What replaces the question mark?

- A. A
- B. B
- C. C
- D. D
- 4. E
- 5. F
- 6. G (Correct ☐) (Your choice)
- 7. H
- 8. I
- 9. J
- 10. K
- 11. L

Reference: [https://drive.google.com/file/d/1TB6of9dmL0GB33GuImIvMrFp5jsIXFCe/view?usp=drive\\_link](https://drive.google.com/file/d/1TB6of9dmL0GB33GuImIvMrFp5jsIXFCe/view?usp=drive_link)

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## Q26. [Logical | medium | 36.9s]

Question: What replaces the question mark?

- A. A
- B. B
- C. C
- D. D
- 4. E
- 5. F
- 6. G
- 7. H
- 8. I
- 9. J (Correct ☐) (Your choice)
- 10. K
- 11. L

Reference: [https://drive.google.com/file/d/1UMuxkBW43TcGvHzfwGyvLuxwdeISLOfQ/view?usp=drive\\_link](https://drive.google.com/file/d/1UMuxkBW43TcGvHzfwGyvLuxwdeISLOfQ/view?usp=drive_link)

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# Detailed Question Breakdown

## Q29. [Verbal | Medium | 33.3s]

Scenario: Customer retention is often more cost-effective than acquiring new customers. Loyal customers not only make repeat purchases but are also more likely to refer others and engage with the brand. To enhance retention, businesses may offer loyalty programs, personalized communication, and proactive support. However, the effectiveness of these strategies depends on how well companies understand customer behavior and expectations. When done poorly, retention efforts may come across as insincere or overly transactional, leading to decreased trust instead.

Question: What makes customer retention a preferred strategy for many businesses?

- A. It works best when companies offer one-size-fits-all incentives
  - B. It requires no investment compared to new customer acquisition (Your choice)
  - C. It guarantees that all customers will increase spending monthly
  - D. It focuses on strengthening long-term relationships that offer greater value (Correct ☐)
- 

## Q30. [Verbal | Medium | 27.0s]

Scenario: Cross-functional teams bring together individuals from different departments to collaborate on specific projects. This approach promotes knowledge sharing, faster problem-solving, and a broader perspective on challenges. However, it also requires strong communication and conflict management, as team members may have differing priorities and working styles. Leadership plays a critical role in setting clear goals and ensuring alignment across the team. Without coordination, cross-functional teams may experience delays, duplicated work, or even internal competition.

Question: Why is leadership important in managing cross-functional teams?

- A. It helps align diverse members around shared objectives and reduce friction (Correct ☐) (Your choice)
  - B. It guarantees that all members have the same technical background
  - C. It ensures each department works in isolation to avoid conflict
  - D. It eliminates the need for individual accountability
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## Q31. [Verbal | Hard | 23.2s]

Scenario: As artificial intelligence becomes integrated into customer service, chatbots are now capable of answering complex queries, processing transactions, and even simulating emotional understanding. Despite these advancements, many users still prefer speaking to a human when dealing with sensitive or non-standard issues. Companies must carefully balance automation and personalization to avoid alienating their customers. Relying too heavily on automated responses can create frustration, particularly when customers feel misunderstood or stuck in a loop. Integrating escalation options and human fallback systems is crucial for maintaining trust.