



Last Updated November 5, 2025 | Written by jack, hope, & zenobia

# Boba® | Moderator Handbook

## Introduction

Greetings, Moderation Department members! This guide will give you access to all of the information required for working in the moderation department at Boba Cafe. We ask you to examine everything in this guide, as all information listed within it is relevant and important to your journey in the moderation department. If you have any questions surrounding the policies brought up within this document, please reach out to a member of the executive moderation team.

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## Rules and Regulations

1. Respect - Remain respectful to all members of the community. This includes all customers, moderation department members, and management team members. If you fail to demonstrate respectful qualities, corrective action will be issued. On top of this, try your best not to engage in situations involving drama and political speech, and use your best judgment if tough situations arise.

**Note:** It is mandatory that you adhere to the Discord Regulations and Code of Conduct at all times. If you violate these regulations, corrective action will be issued.

2. No Leaking - Do not leak any information regarding or belonging to the moderation department to anyone, including former moderators and management team members. Anyone caught distributing things like important moderation documents or screenshots from the moderation Discord server to others will be blacklisted immediately.
3. Grammar - The usage of grammar is **not** required in both the moderation discord server and within the cafe itself. Furthermore, the usage of profanity is allowed in the moderation discord server, but must be kept to a minimum and not be targeted at any individual. Use of any kind of slurs will result in immediate termination.
4. Professionalism - You are expected to show professionalism at all times. As a member of the moderation team, you are a role model for members of the community, and others will look to you to help moderate any issues and answer any questions. We encourage remaining attentive at all times to all happenings occurring within the cafe. Although it is also important to have fun, it is also essential to maintain professionalism. Along these lines, begging to be promoted to the next rank (hinting), is strictly prohibited.
5. Time Management - Ensure to balance your time between things such as family, friends, school, as well as the moderation department. Be careful to not overwork yourself, and remember that you are allowed to take time for yourself in the form of inactivity notices.

## **Job Information**

As a member of the moderation department, it is expected that you spend a decent amount of time supervising and moderating the cafe environment. You should be actively interacting with the community and assisting them with any needs they may have; remember that LRs look up to you and rely on you to complete such tasks.

It is important to note that the in-game moderator position greatly contrasts from that of a Discord Moderator. If you see any suspicious activities happening within the Discord communications server, please forward that issue to someone with the ‘Discord Moderator’ role.

## **Rank Information**

### **Rank Descriptions**

#### **Trial Moderator**

This is the introductory moderator rank given out to those who pass moderation applications. Trial Moderators are watched closely by the executive moderation team for one week. During this trial period, you’ll need to complete certain tasks. After their trial is complete, Trial Moderators will be promoted to the Moderator rank. Trial Moderators **are not allowed to tban or pban individuals, but they are permitted to warn and kick.**

#### **Moderator**

Upon completion of the trial period, Trial Moderators are promoted to Moderator. Moderators are responsible for actively supervising the cafe, addressing disruptions, and engaging with the community. Additionally, Moderators are given the ability to temporarily ban customers from the cafe on top of having the ability to warn, kick, and utilize basic commands. Moderators are required to complete 120 minutes per week

#### **Senior Moderator**

This is the rank that is given to a previous Moderator after displaying great amounts of dedication and consistency towards the Moderation Department. Senior Moderators are entrusted with leading shifts, hosting shifts & activities, and supporting newer moderators, on top of completing their duties of 120 minutes of supervising per week.

#### **Executive Moderator**

This is the rank following Senior Moderator and is the introductory rank to the executive moderation team. Moderators with this rank assume administrative tasks on top of

general moderation tasks. Executive Moderators assume the responsibilities of handling inactive notices, managing discipline, calculating weekly minutes, and reviewing moderation applications. They are furthermore able to permanently ban customers from the cafe according to proper moderation procedures. Executive Moderators assist with leading the department and report directly to the Assistant Head(s) of Moderation and Head of Moderation.

**Assistant Head of Moderation and Head of Moderation** are the ranks responsible for leading and overseeing all functions of the Moderation Department, ensuring everything runs smoothly.

### **Reforms (Promotions)**

Reforms, also known as promotions, will occur every two weeks. They will occur per the weekly activity requirements and are merit-based. Promoted moderators will have fulfilled or exceeded their requirements for multiple weeks, demonstrated professional behavior, and avoided excessive inactivity notices or corrective actions to be eligible. Promotion cooldowns are used to make sure moderators spend enough time at each rank and gain experience before advancing. The cooldowns will be as follows:

- Moderator -> Senior Moderator - 3 Weeks
- Senior Moderator -> Executive Moderator - 5 Weeks

It is important to note that the cooldown period does not guarantee a promotion at the end of that timeframe. In particular, Senior Moderators may be required to wait beyond the five-week minimum depending on the department's current needs for Executive Moderators. However, activity, professionalism, and dedication are always being monitored, and those who are consistently meeting expectations will remain under consideration. Senior Moderators should therefore continue to remain active and engaged, as their contributions do not go unnoticed even if a promotion takes longer than expected.

### **Resignations**

- If you wish to resign, you must first tell a member of the executive moderation team privately. Talking about resigning in public is **not** allowed and is seen as attention-seeking. Once your resignation is approved, you can post a short goodbye message in the moderation server. You'll have **five minutes** to do this before being removed from the moderation server, group, and banned from the cafe for 72 hours.

- If you have been in the moderation Discord server for at least **90 days**, you will receive the “Former Moderator” role in the main communications server.

## Shifting and Requirements

All moderators holding the rank of **Trial Moderator through Senior Moderator** are required to complete a **minimum of 120 minutes** of activity each week. **Executive Moderators** are required to complete a minimum of **60 minutes weekly**. Shifts **must** last for at least **15 minutes** in order to be counted, and no single shift may exceed 180 minutes. Moderators are expected to manage their time responsibly and ensure that requirements are completed within the weekly cycle, which begins at **12:00AM EST each Monday and concludes at 11:59PM EST on Sunday**.

**Note:** 120 minutes is the bare minimum. Moderators seeking higher positions within the department are expected to exceed the weekly number of minutes required. Failure to meet these requirements without submitting an **inactive notice or minute excusal** will result in **corrective action**.

During shifts, moderators must remain **actively engaged** in supervising the cafe environment. This includes spreading out across different areas of the cafe, helping guests and low ranks, and maintaining a professional presence. Standing idly, wandering the cafe for unrelated purposes, or engaging in off-task activities is not allowed while shifting and must be logged as AFK time. Moderators are role models to the community, and failure to actively supervise during a shift may result in corrective action.

When it becomes necessary to step away from the keyboard, moderators may only do so for a maximum of **10 minutes** before the shift must be ended. Any AFK time **must** be logged, as it does not count toward weekly requirements. However, the following tasks are considered active responsibilities and should not be counted as AFK time, provided that moderators leave a clear note in the log sheet to indicate the reason for their inactivity:

- Processing or requesting permanent bans
- Carrying out low-rank demotions or warnings
- Assisting with alliance visits
- Responding to urgent player-related issues

Unprofessional behavior such as excessive wandering, distractions during a shift will **not** be tolerated and may lead to corrective action. Moderators are free to participate in PRD activities in-game, however **this will not count as shifting**, and you **must** end your shift to participate the entire time or log any short participation as AFK time.

The Executive Moderation team deducts your AFK minutes from your total when weekly minute calculations occur. Please prevent subtracting your own AFK minutes from your total to avoid the possibility of failed requirements.

→ *Counting AFK time towards your total for shifts is considered **point cheating**, and will result in corrective action.*

### Recording Shifts

All shifts will be recorded in the Moderation Shifts Google Sheet. **It is your responsibility to keep track of and record your shifts.** Within the Google Sheet, you will be responsible for entering the following details: your username, date, what time you joined the cafe, what time you left the cafe, and your AFK time. The Google Sheet will calculate your minutes for you after inputting the details listed above. Failing to fill out the shift tracker after each shift you complete, may make you subject to failing your weekly requirements.

To maintain fairness and avoid overworking, moderators **must** ensure they are following our shift cooldowns. These cooldowns make sure moderation activity is balanced, while also avoiding burnout.

- If you spend less than 40 minutes in the café, you're required to take a 20-minute break before shifting again.
- If you spend 40-120 minutes in the café, you're required to take a 60-minute break before shifting again.
- If you spend 120+ minutes in the café, you're required to take a 120-minute break before shifting again.

### Inactive Notices

When things come up in your personal life that prevent you from meeting your weekly shift requirements, the last thing we want is for Boba to be one of your stressors. That being said, if anything does arise and you are unable to meet your requirements, you are able to submit an inactive notice.

### **Permitted reasons for submitting an Inactive Notice:**

- Mental health breaks, vacation, educational studies, medical issues, no access to wi-fi, grounded, etc.
- Please note that being bored of moderation duties or feeling lazy etc. are not valid reasons for submitting an IN request and it will be denied. Still being on IN-cooldown is also an invalid reason. This will be elaborated upon later on in this section.

### **How to submit an Inactive Notice request:**

1. You should submit an IN request **2-days prior** to your desired start date, which is required to be a **weekday** (example: an IN that starts on Thursday, October 23 would have to be submitted on October 21 or any date before that, given that October 21st is a weekday)
2. Copy the format below with your information into the #inactive-notice channel (also located here: [#inactive-notice](#))
3. Note that your IN will begin at 12:00 AM EST on your start date and will end at 12:00 AM EST on your end date
4. Ping @Department Command

### **Inactive Notice Cooldown**

Please note that there is a **1-month cooldown** set in place for submitting inactive notices. This cooldown is set by your conclusion date minus 2-days, following the guideline where you have to submit an inactive notice 2-days in advance. For example, if my IN ended on Tuesday, October 28, I would not be able to submit an IN request until November 26.

### **Exemption in regards to the week of START date:**

- If your IN starts on **Monday, Tuesday, Wednesday, or Thursday**; you **ARE** exempt from requirements for that respective week
- If your IN starts on **Friday**, you are **NOT** exempt from requirements for that respective week

### **Exemption in regards to the week of END date**

- If your IN **ends** on **Monday, Tuesday, Wednesday, or Thursday**; you are **NOT** exempt from requirements for that respective week
- If your IN **ends** on **Friday, Saturday, or Sunday**; you **ARE** exempt from requirements for that respective week

## **Excusals**

Excusals are for unexpected last-minute issues that prevent you from completing your weekly minutes. These excusals **differ from inactive notices** entirely and should be requested to an Executive Moderator+ with a valid reason. Excusals may be denied if the reason is improper or if it's determined that you had more than enough time to submit an inactive notice, or if the excusal request was received late. Excusals do not have cooldowns but should not be abused.

## **Command Information**

### **Administrative Commands**

:logs - Displays all moderation commands used by moderators and admins in-game. You can see a user's previous warnings, kicks, and bans by typing the targeted person's username in the search bar. **Trial Moderator+ can use.**

*Usage - :logs*

:chatlogs - Displays all messages that a user has sent, including whispered messages. Previous chats can be seen by typing the targeted person's username in the search bar.

**Trial Moderator+ can use.**

*Usage - :chatlogs*

:joinlogs - Displays the usernames who joined the server. Certain usernames can be seen by typing the targeted person's username in the search bar. **Trial Moderator+ can use.**

*Usage - :joinlogs*

:actionlog - Displays the administrative actions given to the players on the server. Utilize this command to determine what action is to be taken against Customers violating the regulations within Boba. For example, if a troller is not warned in the log, a warning should be given before kicking. **Trial Moderator+ can use.**

*Usage - :actionlog [username] || :actionlog lysvin*

:warn - Gives a specific user a warning pop-up on their screen that includes the offense they violated. **Trial Moderator+ can use.**

*Usage: :warn [username] [reason] || :warn bongusbingus Trolling.*

:kick - Kicks a specific user from the server. **Trial Moderator+ can use.**

*Usage - :kick [full username, 10+ letters] [reason] || :kick bongusbingus Trolling, warned prior.*

:tban - Temporarily bans a user from all cafe servers for a specified amount of time.

**Moderator+ can use.**

*Usage - :tban [username] [number of hours] [reason] || :tban bongusbingus 6 Trolling, warned and kicked prior.*

:pban - Permanently bans a user from all cafe servers. **EM+ can use.**

*Usage - :pban [full username, 10+ letters] [reason] || :pban Amxllers Inappropriate Roblox Username.*

:view/:unview - :view allows you to locate customers in-game. :unview allows you to return to your normal view. **Trial Moderator+ can use.**

*Usage - :view [username] or :unview [username] || :view zenobwia or :unview zenobwia*

:info - Displays information about a specific player on the server. Utilize this to copy & paste a username so it's easier to take administrative actions when needed. **Trial Moderator+ can use.**

*Usage - :info [username] || :info lysvin*

:pm - Allows you to message another user privately. When the other user receives your message, it will show as a pop-up in the bottom right-hand corner of their screen. If the receiver clicks on the pop-up, a space to write a message will open up. **Trial Moderator+ can use.**

*Usage - :pm [full username, 10+ letters] [message] || :pm zenobwia Hello! How may I assist you?*

:to - Allows you to teleport to a specified individual. **Trial Moderator+ can use.**

*Usage - :to [username] || :to beamingbrownie*

:bring - Allows you to bring another specified individual to your location. Utilize this command **only if you are given consent** from the individual you desire to bring. **Trial Moderator+ can use.**

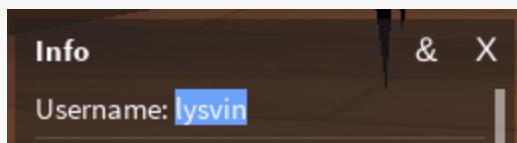
*Usage - :bring [full username, 10+ letters] || :bring beamingbrownie*

:refresh/:ref - Allows you to reset an individual's avatar without having them reset their character. Utilize this command **only if you are given consent** from the individual you desire to refresh. **Trial Moderator+ can use.**

*Usage - :ref [username] or :refresh [username] || :ref zenobwia or :refresh zenobwia*

Please note that **grammar is required when administering commands** such as :kick, :ban, :warn, and :pm.

Furthermore, the commands **bring, kick, tban, and pban require the full username when administering**. If the username is lengthy and has an excessive number of letters, you are allowed to use up to 10 when administering it, or more. To prevent having to type out the full username, use the command “**:info username**” to highlight the full username and copy it for your convenience. Example:



## Moderation Command Protocols

### Customer/Guest Protocols - Temporary Bans

- Trolling/Minor Disrespect | Warning -> Kick -> 6-hour Tban.
- Spaming | Instant 6-hour Tban.
- Bypassing (of any kind) | Instant 6-hour Tban.
- Inappropriate comments & bypassing (*Any inappropriate comments that are not sexually explicit, but contain sexual intentions*) | 6-hour tban
- Inappropriate/Bypassed Outfit | Warning (2 minutes to change) -> Kick -> 6-hour Tban -> Report to Roblox.
- Inappropriate avatars (including those with no clothing) | Immediate 6-hour Tban
- Large/Disruptive Attire (Covers 3+ Registers) | Warning (2 minutes to change) -> Kick -> 6-hour Tban.
- Disruptive emotes (speeding around the map, glitching, etc) | Warning, 6-hour tban (may be an instant tban if the disruption interferes with gameplay experience for others)
- Political Speaking | Warning -> Kick -> 6-hour Tban.
- Mention of Online Dating | Verbal Warning -> Kick -> 6-hour Tban
- Death Wishes | Warning -> Kick -> 6-hour Tban.
- Indirect Celebrity Command Abuse (causing a disruption, distracting but not spamming commands or purposefully bothering others | Warning -> Kick -> 6-hour Tban.

- Direct Celebrity Command Abuse (directly targeting and disturbing others, spamming commands, and/or intentionally attempting to lag out the game) | Instant 6-hour Tban.
- Raid (5 or more disruptive individuals acting together) | Instant 6-hour Tban.
- Inappropriate Roblox Display Name | Instant 7 days (168-hour) Tban -> Report to Roblox
- Tban Evasion | Same Tban duration given to the user's previous account.

#### Customer/Guest Protocols - Permanent Bans

- Inappropriate Roblox Username | Instant Pban -> Report to Roblox
- Exploiting | Instant Pban.
- Discriminatory Content | Instant Pban.
- Sexually Explicit Language (making explicit comments towards or regarding another player) | Instant Pban.
- Offensive/Sexually Inappropriate emotes (nazi salute, sexually suggestive movements, etc) | Instant Pban.
- Death Threats/Encouraging Self-Harm | Instant Pban.
- Pban Evasion | Instant Pban.

Before requesting or administering a permanent ban (Executive Moderator+) for an exploiter, ensure they are not using any emotes. You may do so by clicking/tapping on the Roblox menu, going through the "Players" section until you find the right user, and selecting Inspect avatar. If you do notice an emote that could be mistaken for exploiting, please refrain from requesting/administering a permanent ban. If you do not see one, you may continue filling out the report or handle it accordingly, depending on your Moderation rank.

#### Low-Rank Staff Protocols - Temporary Bans (**If an LR requires a demotion, make sure to inform an Assistant Manager+ to assist you, alongside following the protocols listed**)

- Trolling/Minor Disrespect | Warning -> Demotion -> 6-hour Tban.
- Spaming | Demotion -> 6-hour Tban.
- Bypassing (of any kind) | Demotion -> 6-hour Tban.
- Inappropriate comments & bypassing (*Any inappropriate comments that are not sexually explicit, but contain sexual intentions*) | Demotion -> 6-hour tban
- Inappropriate/Bypassed Outfit | Warning (2 minutes to change) -> Demotion -> 6-hour Tban -> Report to Roblox.

- Inappropriate avatars (including those with no clothing) | Demotion -> Immediate 6-hour Tban
- Large/Disruptive Attire (Covers 3+ Registers) | Warning (2 minutes to change) -> Demotion -> 6-hour Tban.
- Political Speaking | Warning -> Demotion -> 6-hour Tban.
- Mention of Online Dating | Verbal Warning -> Demotion -> 6-hour Tban
- Death Wishes | Warning -> Demotion -> 6-hour Tban.
- Indirect Celebrity Command Abuse (causing a disruption, distracting but not spamming commands, or purposefully bothering others | Warning -> Demotion -> 6-hour Tban.
- Direct Celebrity Command Abuse (directly targeting and disturbing others, spamming commands, and/or intentionally attempting to lag out the game) | Demotion -> 6-hour Tban.
- Inappropriate Roblox Display Name | Demotion -> Instant 7 days (168-hour) Tban -> Report to Roblox

Low-Rank Staff Protocols - Permanent Bans ((**If an LR requires a demotion, make sure to inform an Assistant Manager+ to assist you, alongside following the protocols listed**)

- Inappropriate Roblox Username | Demotion -> Pban -> Report to Roblox
- Exploiting | Demotion and Blacklist -> Pban.
- Discriminatory Content | Demotion and Blacklist -> Pban.
- Sexually Explicit Language (making explicit comments towards or regarding another player) | Demotion and Blacklist -> Pban.
- Death Threats/Encouraging Self-Harm | Demotion -> Pban -> Report to Roblox

As a Moderator, you do not directly handle LRs. However, you are expected to warn them and **request demotions** as needed. To warn an LR, you can either PM them using the :pm command, or address them directly. Either way, you must get the message across that they have been warned.

*For example: “Hello. You have been warned for point cheating. Please do not do this again, as it will lead to a demotion.”*

After you have spoken to them, you then must go to the **#modagement** channel in the main Boba server, and **request for an MR+ to log the warning**. Before you do this, make sure you have proof of the offense, along with the username and rank of the offender.

*For example: “Hello! Could anyone please log this warning for [username]? They are a [rank], and were warned for [reason]. Here is proof.”*

If the offender continues, you must request a **demotion**. Following the same format, you must include **further proof** of them continuing to offend and request that an **Assistant Manager+** demotes the user.

General Protocols (If an exact consequence is not listed, refer to these general guidelines. If you are unsure, refer to an executive moderation team member for assistance or ask for a second opinion)

- Minor Offenses (harmless, but disruptive) | Warn -> Kick -> Demotion (for Cashier+) -> 6-hour Tban.
- Major Offenses | Blacklist/Demotion (for Cashier+) -> Report to Roblox (if the offense goes against Roblox ToS) -> Pban.

#### Guidelines for Repeat Offenders

- 3 / 5+ Tbans | Request a Pban (EM+)
- 3+ Pbans (alts) | Request a hardware ban (EA+ with perms from BOE+)

#### **Command Usage Guidelines/Clarifications**

**Death threats** are statements made by another person which indicates an intent to kill or cause actual harm to another person. This includes phrases such as “I will kill you”, “I am going to bomb you”, “I will set your house on fire”, etc.

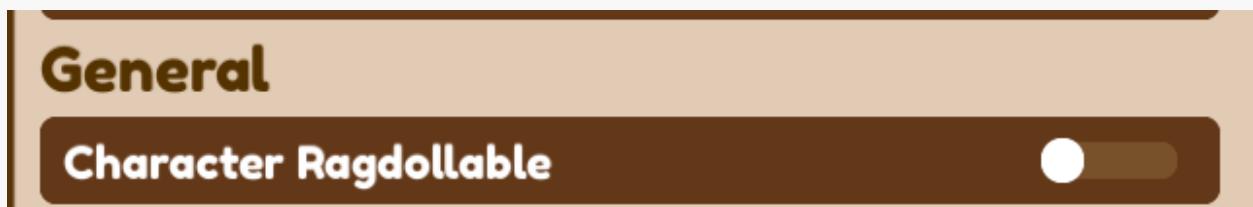
**Death wishes** are statements made by individuals who desire or wish to harm another person, but don't actually threaten to cause harm. This includes phrases such as “die”, “hopefully you die”, etc. There is an exception to this, however: A death wish may still lead to a permanent ban depending on how extreme the statement is. An example would be remarks encouraging self-harm. Such comments must be dealt with by handing out an immediate pban.

*In unexpected situations, always use your best judgement or seek assistance from more experienced moderators.*

If a player is using an **abbreviation** in order to bypass a slur, or any inappropriate word which would normally be tagged by Roblox, it must be handled as bypassing. Depending on the severity, you will either have to request a pban via **HR assistance** or issue an immediate **6-hour tban**. Examples include “sybau”, “stfu”, “wtf/tf”, etc.

*If you're unsure regarding any situation, feel free to ping the @Ban Support role in the #mod-discussion channel for assistance.*

When it comes to in-game passes such as Mop Whack and Pool Noodle, moderations should **not** be taken against them in **any way, shape, or form**. Instead, you may head to settings and disable the ragdoll via the “Character Ragdollable” option, as shown below.



Although immunity does not work on pool noodles, you may simple ask the individual to stop or supervise from another area if it disturbs you.

## Corrective Action System

Corrective actions serve as a way for executive moderation to hold moderators accountable. Engaging in any kind of behavior or conduct that fits into the categories below can result in a **corrective action**. The executive moderation team reserves the right to issue corrective actions outside of the categories listed.

### Offense Categories

- Weekly Requirements
- Work Quality / Protocol Adherence
- Behavior / Professionalism
- Toxicity / Leaking

In our review process for moderator reports, the type of corrective action issued will depend on the offense's severity.

As a general rule of thumb...

- **Minor Offenses** —> Informal Warning
- **Major Offenses** —> Written Warning, Suspension, or Termination

### Note:

- Receiving **2 informal warnings** in the same category will escalate the corrective action to a written warning. In other words, if you receive one informal warning, the following week you will receive your first written warning.

- Receiving **3 written warnings** regardless of the category will result in a termination and blacklist from joining the moderation team in the future. In other words, if you receive two written warnings, the following week you will be terminated.
- Receiving a **suspension** for any reason will result in being placed on a **final warning**. This means that further offenses, especially those in the same category as the suspension, may result in immediate termination.
- **Any offense** may be escalated immediately to a suspension or termination at the discretion of the executive moderation team if necessary.

The Executive Moderation team will **always** remain fair and unbiased when reviewing situations that may need corrective action issued as a result. We will also try to avoid issuing corrective actions when the issue can be resolved with a simple coaching conversation, but even minor issues may be escalated if something becomes a consistent issue.

You will be notified via **direct messages** when any corrective action is issued. Both informal and written warnings will typically expire 90 days from when they were first presented. Any corrective action given to you is confidential, and disclosure is prohibited.

## Moderator Reports

### Submitting a Report

Community members, including moderators, can file a report against any member of the moderation team regarding misconduct, unprofessional behavior, or violations of moderation guidelines. Reports can be submitted to the direct messages of any Executive Moderator or the direct messages of an AHOM if the report is about an Executive Moderator.

→ *Reports will **NOT** be considered without proper evidence.*

### “Revenge Reporting”

Revenge reporting is defined as abusing the reporting system as a method of targeting another individual. This tends to happen following the ending of friendships or any other personal drama. While the Executive Moderation team highly encourages moderators to submit reports when necessary, this system **may not** be abused in that manner.

Any situations requiring a report against a moderator **must** be brought up no later than **1 week** after the incident originally happened. Simply put, submitting reports long after the original incident shows that the reporter is less concerned with maintaining integrity

within our department and is instead **more concerned** with getting the other person in trouble.

If any revenge reporting or blackmail-like situation is discovered, the reporter will be subject to corrective action **up to and including termination**. Depending on the severity of the situation, the report itself may still be considered valid, potentially resulting in corrective action issued to the **reported individual** as well.

## Conclusion

If you have any inquiries regarding any of the procedures mentioned within this handbook, please contact a member of the executive moderation team. Please remember to abide by the procedures listed within this document at all times or else you will be subject to corrective action. Thank you for taking the time to read through this document. Happy moderating!

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Signed,

**Boba® | Heads of Moderation**

Made by bongusbingus, beamingbrownie, & zenobwia

Last Updated 11/5/2025 by beamingbrownie, harveyspectcr, CodedNyx, faeriehrt, fairtrvde, vuhitcs, & hvestia