

IT'S MORE THAN A CUP OF TEA



Medium Rank Handbook

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Introduction

Welcome to the Boba® | Medium Rank Handbook. This handbook was created by our Employment Department as a guide for Medium Ranks & up. This guide contains crucial information to maintain a professional & proper work reputation as a staff member.

Referral

Title: Boba®

Group: <https://www.roblox.com/groups/3174578>

Discord Communications Server: boba

Instagram: boba.officalrbx

Twitter: BobaCorporation

Premises: Café | Training Center | Quiz Center

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Management Regulations

The information listed below is to be followed at all times. Failure to comply with the listed regulations will result in staff consequences.

1 — Supervision of the premises is a mandatory responsibility towards a shift or a session. Refusal of supervision is prohibited.

2 — Addressing disruption & inquiries is a mandatory responsibility towards a shift or a session. Negligence of attention is prohibited.

3 — Administration command usage is limited towards the following in any **session** varying on its necessity: *kick, ban, pban, view, unview, chatlogs, logs, pm, to, bring, refresh, ff, unff, name, unname, pluspoint, minuspoint, role, group, !toggledoors, !togglelights, !toggleseats, slock, m, h*. For more information regarding commands, please direct to the next section of the Handbook.

4 — Administration command usage is limited towards the following in any **shift** varying on its necessity: *bring, to, pm, warn, kick, tban, pban, chatlogs, logs, view, unview, refresh, respawn, afk, unafk, & actionlogs*. For more information regarding commands, please direct to the next section of the Handbook.

5 — Administration commands should not be used towards *all, others, admins, or nonadmins* unless refreshing all passing Trainees/Cashiers in a server, messaging all administration with a justifiable reason, or rolling users when taking a gallery photo.

6 — When visiting another corporation or professional community on ROBLOX, adhesion to their respective regulations & respect is mandatory. If the corporation or community is an affiliation of ours, professionalism, grammar, and usage of the uniform is mandatory throughout their premises.

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7 — The ability to promote & demote Low Ranks is given to Assistant Manager+. Promoting anyone above Junior Barista & demoting anyone above Staff Intern (non-MRIT), in any case, is strictly prohibited.

Promotions should only occur when promoting during a training session.

Demotions should only occur with a justification of violation of our listed regulations via the Boba® | Handbook.

Admin Commands Usage

The information listed below explains the correct usage of the different commands that may be utilized at the cafe and/or Training Center. Please pay close attention to the following lines.

Cafe Administrative Commands

The following commands are considered as **logging** commands. They are to be utilized to check for any evidence concerning an occurrence and/or an individual's moderation history.

:logs — This command displays all moderation commands that have been used by mods/admins present in-game. By searching an username on the top bar, you can see their previous warnings, kicks and bans. It may also be utilized to recollect evidence if an MR+ or Moderator is breaking a regulation. **Usage: :logs** — **Staff Assistant+**

:actionlogs — This command displays a specific user's current warnings, and only warnings. It does not show previous kicks or bans. **Usage: :actionlogs [username]** — **Staff Assistant+**

:chatlogs — This command displays all messages that have been said through the chat or whisper in-game. By searching an username on the top bar, you can see their previous chats. It may be used to gather evidence regarding a customer, Low Rank, or staff member breaking a regulation. **Usage: :chatlogs** — **Staff Assistant+**

Please keep in mind, **before** taking action on any player, you are required to check **both**, :logs and :actionlogs, to ensure you are seeing their **complete** moderation history, and are able to

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take the correct step according to the **protocols**. Additionally, if you need to request a ban/pban for an individual via #staff-chat, you are highly encouraged to copy and paste the username from chat logs, to ensure no mistakes are made. Failure to comply with these regulations will result in a **staff consequence**.

The following commands are considered as **moderation** commands. They are to be utilized to take action when a customer or Low Rank has broken a Boba regulation.

:warn — This command is utilized to give a specific user a warning, including a valid reason. It notifies the player via a pop up message that includes the reason they have been warned for. *Usage: :warn [username] [reason]* — **Staff Assistant+**

:kick — This command is utilized to remove a specific user from the server, including a valid reason. *Usage: :kick [username] [reason]* — **Staff Assistant+**

:tban — This command is utilized to *temporarily* ban a specific user from the game for a determined amount of time, including a valid reason. This basically means that the individual will not be allowed into any servers of the game for the set amount of hours. *Usage: :tban [username] [duration] [reason]* — **Assistant Manager+**

:pban — This command is utilized to *permanently* ban a specific user from the game, including a valid reason. This basically means that the individual will not be allowed into the game ever again, unless the ban is reverted. *Usage: :pban [username] [reason]* — **Executive Assistant+**

:view/:unview — This command is used to locate a disruptive customer in the game. Once you are done, you may use the :unview command to return to your normal view. *Usage: :view [username] / :unview* — **Staff Assistant+**

Please keep in mind, the usage of these commands is fully subject to the **protocols**, which should be followed at **all** times. Additionally, you are required to utilize at least **half** of the player's username while **warning**, and the **full username** while

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kicking, banning or pbanning. The only exception to this rule is if the player's username is a troll one, or has over 10 characters. In this circumstance, you must use at least the **first 10** characters of their username. Failure to comply with this regulation will result in a **staff consequence** issued towards your profile card.

The following command is considered as a **communicative** command. It is to be utilized to communicate with other staff members or Low Ranks inside the game privately.

:pm — This command is utilized to communicate privately with another player in-game. When receiving one, it will show up as a box in the bottom right corner of your screen, which opens up when you click on it, showing the message, and allowing you to reply. **Usage:** `:pm [username] [message]` — **Staff Assistant+**

Please keep in mind, this command should be used for, and only for, **Boba-related** conversations. Discussing unrelated topics is prohibited. Additionally, you are **not** permitted to talk negatively about your peers, customers, LR's, or staff in general via PM's. Failure to comply with these regulations will result in a **staff consequence** issued towards your profile card.

The following commands are considered as **situational** commands. They may be utilized in particular situations during your shift.

:bring — This command teleports a specific individual towards you. It can be utilized if an individual requests it, if they are glitched, or any similar situation that may require it. **Usage:** `:bring [username]` — **Staff Assistant+**

:to — This command teleports you to a specific individual. **Usage:** `:to [username]` — **Staff Assistant+**

:sit — This command sits the specified individual. It can be used for **pictures only**. **Usage:** `:sit [username]` — **Staff Assistant+**

:refresh — This command resets an individual's avatar *without* teleporting them to the spawn area (this is the main difference

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with the _____ next
command, respawn). It can be used under necessity, however,
it must be requested by the individual being refreshed. Usage: `:refresh [username]` — **Staff Assistant+**

`:respawn` — This command resets an individual's avatar, and teleports them to the spawn area. It may be used if someone is glitched/stuck somewhere. Usage: `:respawn [username]` — **Staff Assistant+**

`:afk/:unafk` — This command indicates and lets everyone in the server know that you are currently AFK in-game. When you return, the `:unafk` command is used to let individuals know that you are back. Under no circumstances should you be using `:ff` or `:unff` at the cafe for this purpose. Usage: `:afk/:unafk [username]`. — **Staff Assistant+**

Please keep in mind, these commands may **only** be utilized for the reasons specified above, and should **not** be **abused or overused** under any circumstances. Failure to comply with this regulation will result in a **staff consequence**.

Training Administrative Commands

The following commands are considered **logging** commands. They can be used to gather/check for evidence for a given situation.

`:logs` — Same utility as at the cafe. Usage: `:logs` — **Staff Assistant+**

`:chatlogs` — Same utility as at the cafe. Usage: `:chatlogs` — **Staff Assistant+**

The following commands are considered **moderation** commands. They are to be used when a Low Rank has broken a Boba regulation.

`:kick` — Same utility as at the cafe. Usage: `:kick [username] [reason]` — **Staff Assistant+**

`:ban` — Same utility as at the cafe. Usage: `:ban [username] [reason]` — **Assistant Manager+**

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:pban — Same utility as at the cafe. Usage: **:pban [username] [reason]** — **Executive Assistant+**

:view/unview — Same utility as at the cafe. Usage: **:view [username]** — **Staff Assistant+**

Please note that the usage of these commands is subject to change; you should always be following the current protocols. Furthermore, you are required to utilize at least **half** of a player's username when **warning**. You are also required to utilize the user's **full** username when **kicking or banning**, in order to reduce the likelihood of a mistake. If the user's username is more than 10 characters or a troll username, you must use **at least the first 10** characters of their username. Failure to abide by this regulation may result in a **staff consequence** being issued to your profile card.

The following command is considered a **communicative** command. It is to be used to message other members of staff/LRs with information privately.

:pm — Same utility as at the cafe. Usage: **:pm [username] [message]** — **Staff Assistant+**

The following commands are considered **situational** commands. They are to be used in specific situations and depend on the circumstance.

:to/:bring — Same utility as at the cafe. Usage: **:to/:bring [username]** — **Staff Assistant+**

:refresh — Same utility as at the cafe. Usage: **:refresh [username]** — **Staff Assistant+**

:ff/unff — This command is utilized at the Training Center when you need to indicate that you are AFK for a moment. Ensure to only use this command in the case of emergency and with the permission of the Host. Usage: **:ff/unff [username]** — **Staff Assistant+**

:name/:unname — This command can be utilized to have the order displayed on yourself or to emphasize a particular

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instruction.

For

example, during the trolling stage; you may name yourself "Please take a step back after calling an MR/HR". This command should not be used in an unprofessional manner when a session has concluded/during a session. **Usage:**

:name/:unname [username] [text] – Staff Assistant+

:sit – Same utility as at the cafe. This command should not be used in an unprofessional manner when a session has concluded/during a session. **Usage:** **:sit [username] – Staff Assistant+**

The following commands are considered **training** commands. They are to be used throughout the duration of a training session.

:pluspoint/:minuspoint – This command is utilized at the Training Center when a Trainer/Assistant is adding/removing points from a Trainee/Cashier's overall points for the session. For example, if a Trainee successfully submits an order, they would be pluspointed. **Usage:** **:pluspoint/:minuspoint [username] – Staff Assistant+**

:role – This command is utilized when staff are joining the session. Staff are permitted to role themselves with the roles they have claimed in #staff-chat. **Usage:** **:role [username] [role] – Staff Assistant+**

:group – This command can be utilized when there are technical issues with an user's group. Eg. someone needs to be moved from C3 into C1. It can be used to manually group excess Trainees, as well. **Usage:** **:group [username] [group] – Staff Assistant+**

The following commands are considered **hosting** commands. They are to be used by the Host of each respective session close to the starting time of the session. More information on the usage of these commands can be found in the Boba® | V3 Hosting Guide.

!toggledoors – This command is to be utilized when the session has begun, meaning once all Trainees/Cashiers are at their respective stations and each group has been thoroughly

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checked to _____ ensure
they are even. This command opens the main doors. Usage: *!toggledoors* — **Manager+**

!togglelights — This command is to be utilized after the server has been s-locked (at xx:00), firstly. The command should also be used once all the regulations have been stated. This command turns the lights on and off. Usage: *!togglelights* — **Manager+**

!toggleseats — This command is to be utilized after all regulations have been stated. This command is used in conjunction with the *!togglelights* command. Once the lights are turned on, the Host can use this command to stand the Trainees/Cashiers, allowing them to be teleported to their individual stations. Usage: *!toggleseats* — **Manager+**

:slock/:unlock — This command is utilized at the xx:00 mark in order to lock the server to start the session. Usage: *:slock/:unlock* — **Manager+**

:m/:h — This command is to be utilized to make announcements to the server. For example, it is used by the Host and Co-Host to introduce themselves and explain the regulations and expectations during the session. Usage: *:m/:h [information]* — **Assistant Manager+**

Staff Consequences

The information listed below is staff consequences that are distributed by members of the Employment Department if a member of our Management Team were to disregard any criteria of our management regulations.

Reminders

A reminder is classified as a verbal notification to a member of our Management Team. A reminder may be issued from a member of our Employment Department kindly reviewing a misunderstanding of a regulation, etc.

Staff Strikes

A staff strike is classified as a warning which is logged on an individual's profile on a private Trello board (access to ED+). Our system remains a 3-strike system. If an individual were to

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obtain 3 strikes, a termination notice will be issued furthermore a blacklist from our MR+ team. After 2 months of being issued, staff strikes expire.

Staff Suspensions

A suspension is classified as a temporary demotion to Customer which is logged on an individual's profile on a private Trello board (access to ED+). On an individual's profile card, it is considered a staff strike (**ie. 1 suspension + 2 strikes = a termination**). Suspensions are issued to members of our Management Team who disregard critical regulations within our staff team. Depending on the severity, an individual may or may not receive a **demotion** 1-2 ranks down alongside a suspension. After 3 months of being issued, suspensions are removed from the profile card.

Staff Terminations

A staff termination is classified as a perpetual demotion to Customer which is logged on an individual's profile on a private Trello board (access to ED+). The individual's profile card will be moved to a separate list following a rank down on both our Discord & group alongside a removal from all Trello boards. Terminations are generally set out as a result of 3

Strikes, inactivity, or violating a critical regulation. **All** terminations apart from inactivity result in a blacklist from our MR+ team.

How Are Staff Consequences Issued?

After a Management Team report is reviewed by the whole Employment Department, the Head of Employment will determine the final staff consequence. Furthermore, a member of the department is responsible for issuing the consequence via direct messages. **Depending on the severity of the situation, consequences may vary.**

Administrative Abuse

Staff Suspension → Termination/Blacklist

Alliance Related Issue (Trolling at an alliance, etc.)

Staff Suspension → Termination/Blacklist



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Inactivity

Staff Strike → Demotion → Termination (No Blacklist)

Leaking

Staff Suspension → Termination/Blacklist

Point Cheating

Termination/Blacklist

Other Regulations

Staff Strike/Suspension → Staff Strike → Termination/Blacklist

What if I find my staff consequence unjust?

If you are to receive a staff consequence from a member of the Employment Department & you believe it is unjust, do not hesitate to contact the Head of Employment or the President for more information. We will be more than welcome to answer any questions alongside discussing the matter with you.

How would I appeal a staff blacklist?

Staff blacklist appeals are released via our Discord server occasionally. If you find yourself terminated, you are more than welcome to apply — keep in mind that your appeal may not be accepted, depending on the severity of the issue.

Rank Descriptions

The rank system in Boba® goes by Low Rank, Medium Rank, High Rank, & Senior High Rank. The information correlates with each rank alongside its responsibilities & division quantity.

Low Ranks

Trainee — Senior Barista

Trainee — ∞

The Trainee has taken & passed the application & is now one step closer to being able to work behind the counters by attending a training session at the scheduled times.

Cashier — ∞

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The **Cashier** has recently passed their first training session. They are now able to work behind the counter, utilizing the registers to take and submit orders.

Junior Barista — ∞

The Junior Barista has recently passed their second training session & they are now able to work at the kitchen by preparing orders.

Barista — ∞

The Barista has obtained 300 points in-game to achieve their respective rank & qualifies for the Senior Barista position.

Senior Barista — ∞

The Senior Barista has obtained 600 points in-game, qualified to potentially become a part of the Management Team upon reaching 1,000 points.

Staff Intern — ∞

The Staff Intern is the highest Low Rank position. This rank can be obtained by reaching 10,000 points or buying the pass. However, they are not MR-in-Training. They are qualified to potentially become a part of the Management Team upon reaching 1,000 points, by being noticed. Only those Staff Interns with the "MRiT" role in the Discord server are considered as MRs in-Training.

Medium Ranks

Staff Assistant — Head of Supervision

Staff Assistant — 60

The Staff Assistant assists in supervising the café as well as assisting in training sessions. They are the first & foremost rank of the Management Team.

Supervisor — 40

The Supervisor continues to supervise & assist in the café as-well-as training in training sessions, however, they are proved to be more experienced than their previous rank.

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Assistant

Manager

— 30

The Assistant Manager continues to carry out the responsibilities of the Management Team as well as the additional opportunity of co-hosting sessions & being granted permission to tempban and demote users with a justification.

Manager — 25

The Manager comprises the responsibilities & expectations of the Management Team as well as the options listed in the aforementioned rank & opportunity to host sessions.

Head of Supervision — 20

The Head of Supervision continues to execute the responsibilities & standards of the Management Team as well as plays a high role-model standard for the more recent members in it. They now have the ability to host MR+ shifts at the cafe, alongside joint shifts with the Moderation Department.

High Ranks

Executive Assistant — Corporate Director

Executive Assistant — 12

The Executive Assistant is the most beginning high-rank, training to become a part of one of the departments in the corporation. This rank of which qualifies as a High Rank unlocks new leadership opportunities & responsibilities. They are now allowed to host Public Hosted Shifts at the cafe.

Public Relations Director — 6

The Public Relations Director is a part of the Public Relations Department which establishes & directs events as well as manages affiliates.

Employment Director — 6

The Employment Director is a part of the Employment Department which coordinates the Management Team as well as manages their practices.

Corporate Director - 5

The Corporate Directors are those who have specifically shown dedication throughout their work in the selected departments.





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They are _____ the highest HR rank, which is above the department directors, and are considered senior members of the team. They are open to more opportunities and jobs in their respective departments.

Senior High Ranks

Board of Directors — President

Board of Directors — 2

The Board of Directors are considered the second in command/Assistant Head of their respective department: Public Relations and Employment.

Vice President — 3

The Vice Presidents are the Heads of their respective department: Employment, Public Relations, and Moderation. They assist the Presidential Team in their tasks and responsibilities regarding the Corporate Team, management, insight and feedback on group practices, and the establishment of the corporation as a whole.

Senior Vice President — 1

The Senior Vice President is the co-owner alongside the President, which is responsible for overseeing both departments. The Senior Vice President participates in development, Corporate Team management, & overall insight on the corporation as a whole.

President — 1

The President executes & regards tasks/responsibilities regarding development, Corporate Team management, insight & feedback on group practices, & the establishment of the corporation.

Resignation Information

As a prospering member of our Management Team, we are all well-aware that each journey has an ending. The information listed below contains crucial details on how to properly depart our MR team.

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If an _____ individual has unfortunately decided to resign, they are obligated to contact a member of the Employment Department via direct messages to properly resign. In which case one obtains a **resignation letter**, they are mandated to receive approval from the Employment Director+ who is responsible for ranking them down.

Once approval from a member of the Employment Department is specified, the individual has permission to send their resignation letter via **#staff-chat**. If the individual does not have a resignation letter, they will be ranked down privately after stating their goodbyes (if applicable).

What if I want to change my mind?

A resignation is finalized once a member of the Management Team has directly messaged a member of the Employment Department informing them of their resignation and made it public. Before an individual informs a member of the Employment Department of their resignation, it is their responsibility to decide whether they wish to resign. Reversing the decision by informing a member of the Employment Department that they have “changed their mind” is prohibited. All members of the Employment Department are to comply with this regulation and resign staff members who stated they wish to “change their mind”.

What happens when I resign?

The time has come & an individual has successfully departed the Management Team. Upon resignation, you will notice removal from any Boba-related Trello boards alongside a rank down to Customer (or Noted Customer, PRD/ED+) via the Boba group. If you have been a member of our Management Team for 1+ month(s), you will receive a role via our Discord server of **Retired Staff**. If you are an EA-CD, you will also receive the **Former HR** role, meanwhile BOD+ will receive **Former SHR**.

Management Requirements

The requirements listed below are regulations that are mandated to be followed by each member of our Management Team, no exceptions. Disregarding these requirements will result in staff consequences.

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1 — Grammar is required in **all** Boba® related games & public discussions. For alliance related purposes, professionalism is required throughout their premises. If you are not going to an affiliate for an **alliance visit**, grammar is **not** required.

2 — Uniform is **required** in Boba® training sessions alongside alliance visits. You are **mandated** to obtain the uniform correlating with your specific rank. The uniform is obtainable via the group store. Additionally, you may DM an Employment Member if you need funding (10 R\$) for the uniform.

3 — As a member of our Management Team, you obtain exclusive access to all MR+ channels. **Leakage** of disclosed channels, direct messages, Trello, etc. is **prohibited**.

4 — You are required to remain **respectful** towards each member of the Management Team. Provoking drama with peers is prohibited. We ask that all staff members maintain a **work-relationship** with each other.

5 — If you decide to change your username, you are **required** to inform a member of the Employment Department as they need to update boards via Trello.

6 — Discussing an aspiration to the next rank (hinting) is **prohibited**. Remember, promotions are earned & not asked for.

7 — Professionalism is **required** in **all** Boba® related premises, public discussions, & alliances.

8 — You are **obligated** to follow **all** Discord & ROBLOX ToS, alongside all regulations via our Boba® | Handbook & page 0.3

Disruptive Customer Protocol

Whilst doing a shift at the cafe, you may encounter disruptive customers. Adhere to the information listed below to understand how to properly handle situations at the cafe.

Bypassing – 24-hour server ban

Trolling – Warning → kick → 6-hour server ban

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Spamming/Flooding the Chat - 6-hour server ban

Minor Disrespect - Warning → kick → 6-hour server ban

Advertising - Verbal warning → 6-hour server ban

Political Speaking - Verbal warning → warning → kick → 6-hour server ban

Inappropriate/Bypassed Attire - Warning → give two minutes to change → 6-hour server ban

Inappropriate ROBLOX display name - 168-hour server ban

Minor Threat (ex. "die") - 24-hour server ban

Ban Evasion - Server ban, same duration as previous ban.

Major Disrespect/Racism/Homophobia/Discrimination - Immediate pban

Major/Explicit Threats - Immediate pban

Exploiting - Immediate pban

Inappropriate ROBLOX Username - Immediate pban

Inappropriate Boba Nickname - Immediate pban

Pban Evasion - Pban

Disruptive Low-Rank Protocol

Whilst doing a shift at the cafe, you may encounter disruptive LR's. If you require a demotion, you must contact an **Assistant Manager+** via #staff-chat.

Bypassing - Demotion → 24-hour server ban

Spamming/Flooding the Chat - Demotion → 6-hour server ban

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Minor

Disrespect - Warning → demotion → 6-hour server ban

Trolling - Warning → demotion → 6-hour server ban

Advertising - verbal warning → demotion → 6-hour server ban

Political Speaking - warning → demotion → 6-hour server ban

Inappropriate ROBLOX display name - demotion and 168-hour server ban

Inappropriate Attire - Warning → give two minutes to change → demotion & 6-hour server ban

Major Disrespect/Racism/Homophobia/Discrimination - Immediate LR Blacklist & pban

Exploiting - Immediate demotion & pban

Inappropriate ROBLOX Username - Immediate demotion & pban

Inappropriate Boba Nickname - Immediate demotion & pban

What if a situation occurs at the cafe that is not listed?

If a situation at the cafe occurs that is not listed, you are obligated to utilize your intuition depending on how severe the situation is. If you require assistance, you are welcome to contact a superior via #staff-chat or direct messages.

Minor Issue - Verbal warning → warning → kick → server ban

Moderate Issue - Warning → server ban

Severe Issue - Server ban

Critical Issue - Immediate pban

What if I need assistance at the café?

If you require assistance at the café, ranks Staff Assistant+ may run the command **!assistance** via #staff-chat.

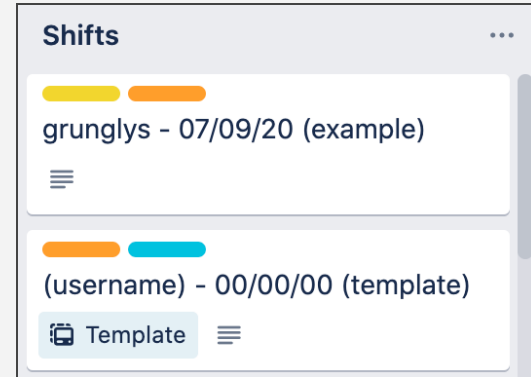
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Logging Shifts

When visiting the cafe for **15+ minutes**, you are expected to log the visitation as a shift. The amount of activity you log will count towards your points for that week, up until Sunday 12 AM EST. The only time you should not log your stay at the cafe is if you attended a gamenight or event.

1 — Open up the Trello website and head to the **Boba® | Staff Management** board. Locate the list that states “**Shifts**”.



2 — Copy the template card, furthermore moving your copied shift card to the bottom of the list. Ensure to fill out the title of the card with your username and date, alongside removing the (template) text. (i.e. **popyvn18 - 08/16/21**)

3 — Once you have successfully created the card, you are required to fill out the information within the card correlating with the activity during your shift. **Bear in mind, the maximum shift time is 2 hours. If you have completed a 2 hour shift, you must wait 1 hour before completing another. If you have completed a shift of less than 2 hours, you need to wait at least 30 minutes before completing another.**

4 — Now that the information within your shift card is accurate, you are mandated to add the proper labeling onto the card. All the labels via Trello will be exemplified below. Each shift card should obtain **2 labels**.

WEEKDAY — A shift that has started/finished on a weekday.

WEEKEND — A shift that has started/finished on a weekend.

SHIFT CONCLUDED — A shift that has been concluded.

If a shift begins on a weekday & concludes on a weekend (vice versa) the proper label you are to add is the correlating label to the day your shift **started**. (ie. **Shift starts on weekday & concludes on weekend, add the weekday label.**)

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5 — Do **NOT**
interfere with anything on the board apart from your shift card(s) and profile card.

6 — Point cheating is **prohibited**, so be aware that if you log shifts you have not done, you will receive consequences. We are able to know whether you are being honest or not.

Staff Information

As a Staff Assistant+, you can participate in training sessions to assist the Low Ranks within their session. The information listed below are important aspects to properly succeed in attending training sessions.

- Claiming Roles via Discord → **XX:30–XX:40**
- Staff Join the Server → **XX:45**
- LRs Join the Server → **XX:50**
- Enable PTS calls → **XX:50**
- Disable PTS calls → **XX:55**
- PTS calls reminder → **XX:58**
- Server lock → **XX:00**
- Session commencement → **XX:00**

Training Session Times

Keep in mind, unscheduled training sessions may be hosted in between these times. An unscheduled training session is a session that is not scheduled. Approval from an ED+ must be granted before a Manager+ hosts an unscheduled training session.

Monday — Friday | 12AM EST, 2AM EST, 9AM EST, 1PM EST, 3PM EST, 5PM EST, 7PM EST

Saturday — Sunday | 12AM EST, 2AM EST, 5AM EST, 9AM EST, 11AM EST, 3PM EST, 6PM EST, 9PM EST

Important Notations

The training dialogue/script are located in the [Hosting Guide](#) and the [Training Guide](#).

Staff Assistant — Assist (train if no Supervisor+ is available)

Supervisor — Train

Assistant Manager — Co-Host

Manager — Host

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Executive Assistant — Spectate
Board of Directors — Overseer

The training guide may be slightly edited, however, ensure to include all the information within the guide, and that no hard wording is used.

Logging Sessions

As a host of a training session, you are responsible for logging the session properly as-well-as the individuals who attended the session. Adhere to the information listed below to properly log a training session.

A screenshot of a Trello card. The card title is 'Sunday - 12AM EST / 4AM GMT'. Below the title, it says 'in list CLAIMED'. There are two tabs: 'MEMBERS' and 'LABELS'. Under 'MEMBERS', there is a profile picture and a green label that says 'HOST CLAIMED'. Under 'LABELS', there is a description field with the following text: '[S1] HOST: awjhjas. CO-HOST: onxism Trainers: [user, user, user, user] Assistants: [user, user, user, user] Spectators: [user, user] Date: [S2] HOST: [user] CO-HOST: [user] Trainers: [user, user, user, user] Assistants: [user, user, user, user] Spectators: [user, user] Date:'. On the right side of the card, there is a 'SUGGESTED' section with options: 'Join', 'Members', 'Labels', 'Checklist', 'Due Date', 'Attachment', and 'Cover'. Below that is a 'POWER-UPS' section with 'Butler Tips (20)' and an 'Add Power-Ups' button.

1 — Open up the Trello website and head to the **Boba® | Training Schedule** board. Locate the list that states “**CLAIMED**”, furthermore locating your claimed card.

2 — At the appointed time of the session, you are required to fill out the card with information that correlates with your session. Listed below are the proper labels and explanations for each one. After a session has been completed, there must be at least **3** labels on the card.

SESSION CANCELLED — Cancelled training session.

REPLACEMENT HOST — Training session where the original host missed the session and/or host has been replaced.

UNCLAIMED — Training session with no host yet.

HOST CLAIMED — Training session with a host.

SESSION DELAYED — Training session that commences past the scheduled time, with permission from an ED+.

SESSION SUCCESSFUL — Successful training session.

SESSION IN PROGRESS — Training session that is in progress.

SESSION CONCLUDED — Training session that has concluded.

3 — Ensure that each attending staff member is logged within the card. You are required to fill out the staff members in replacement of the [user, user, user] examples within the card.

IT'S MORE THAN A CUP OF TEA



Public Chats

Within the Boba® Discord server, you receive access to many channels as a Verified user. These channels are overviewed by our staff members, allied representatives, Low Ranks, etc. **You are required to abide by our Discord regulations and Management Regulations/Requirements while communicating on those channels.** You may not communicate in the following channels while conducting a shift or training session.

- #community
- #bot-commands
- #lr-chat
- #suggestions
- #suggestions-discussion
- #🎨-fan-art
- #former-lounge (**Retired Staff**)
- #premium-lounge (**Nitro Booster**)
- #emergency-response (unless responding to a request)
- #aotd

Management Channels

As a member of the Management Team, you obtain access to our management channels. These channels are overviewed by our staff members. **All information within these channels is NOT to be leaked to users who are not current staff members.** Channels with the label of “**BR**” are to be utilized for Boba-related topics only, alongside abiding by our Management Requirements/Regulations. The **#staff-chat** channel is the only one you can communicate on while conducting a shift or training session.

- #staff-lounge
- #staff-chat (**BR**)
- #inactive-notice (**BR**)
- #mr-suggestions (**BR**)
- #staff-memes
- #pet-gallery
- #staff-announcements (**BR**)
- #group-shout (**BR**)

Employment Department

IT'S MORE THAN A CUP OF TEA



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Employment Department regards & manages the Management Team practices and conflicts as-well-as the employment process of new Staff Assistants. The Employment Department works through the process of recommendations & applications for Staff Assistant as-well-as addressing staff-related promotions and consequences.

Employment Department Members

Listed below are members of the Employment Department who you may direct message for any employment-related questions/comments.

Flez_ent (Overseer of Employment) — Flezent#0001
Amxllers (Overseer of Employment) - amelia!#9379
popyvnl8 (Head of Employment) — Popyy.#9582
femvity (Assistant Head of Employment) — feyi#1111
adriannanotfound — madzia#0889
hvestia — hestia#0077
foreveraddys — addy's wife 🍷 #8964
Starlieena — star;#0006
StarExlipse — Seabass#1170
wildhrts — abbie ツ#0004

Reforms

Reforms is a staff event conducted by the **Employment Department**. Every 2 weeks, the Employment Department will discuss each person on the Management Team and review who is eligible for a promotion.

Public Relations Department

The **Public Relations Department** regards and manages the affiliations of Boba as-well-as events & communication-related tasks of the corporation, ensuring that the outlook and stature of the community is positive. The Public Relations Department works with affiliates to create a strong, intercommunity bond by hosting and participating in events, establishing new alliances, and polishing the reputation of the community.

Public Relations Department Members



IT'S MORE THAN A CUP OF TEA

Listed below are members of the Public Relations Department who you may direct message for any PR-related questions/comments.

Amxllers (Overseer of Public Relations) — amelia!#9379
seunharu (Head of Public Relations) — haydan#0001
emiloura — emiley luvs lila#2004
swornlove — jason'#1998
littlepandacute — Panda#9541
aqigvil — abigail#3909

Executive Board

The Senior-High-Rank is the highest possible rank division within Boba® corporation. Members of the Senior-High-Rank team include the ranks Board of Directors+. As a member of the Senior-High-Rank team, you are responsible for participating in your respective department alongside providing assistance to our current MR/HR.

Executive Board Members

Listed below are members of the Executive Board who you may direct message for any SHR-related questions.

Flez_ent | President — **Flezent#0001**
Amxllers | Senior Vice President — **amelia!#9379**
popyn18 | Vice President — **Popyy.#9582**
coexistingq | Board of Directors — **sasha#6642**
femvity | Board of Directors — **feyi#1111**

Presidential Team

The Presidential Team works alongside the President & participates in high-command activities such as overseeing a department, managing corporation activity, & participating in development. Additionally, the Presidential Team is responsible for managing insight & feedback on behalf of the establishment

Presidential Team Members

Listed below are members of the Presidential Team who you may direct message for any high-command-related questions.

Flez_ent | President — **Flezent#0001**



IT'S MORE THAN A CUP OF TEA

Amxllers |

Senior

Vice President — **amelia!#9379**

popyvn18 | Vice President — **Popyy.#9582**

Conclusion

We are more than happy to have you all as a part of the Management Team. Please distinguish that failure to comply with our regulations and requirements will result in consequences. If you obtain any questions, do not fret to contact a member of the Employment Department. We wish you all a wonderful career whilst working at Boba®!

"It's more than a cup of tea, it's a family."

— Former Vice President, RedSolstice

Signed,

Boba® Executive Board | Employment Department

Made by keyzui, updated by popyvn18