

Frappé | MR Guide

Frappé MR Guide

Important Information

Welcome and congratulations! Your hard work has paid off, and you're now an official member of the MR Team. Please follow the guidelines listed here for success.

Expectations

- Respond promptly to support calls and assist customers.
- Hbanning players, submitting #pban-requests, submitting/logging demotion requests, and PTS calls (optional, but encouraged) during trainings.
- Use "AFK" command briefly; for longer periods, leave the server (if you accidentally AFK farm, notify an HR). Activity farming is not allowed.
- Maintain mature, professional conduct in-game and on Discord.
- Follow our [Code Of Conduct](#), you're held accountable for statuses/roblox bios.
- **Under no circumstance are you allowed to repeat/use a slur or any bypasses.** We have provided an [article](#) to educate yourself regarding slurs.
- Admins required in servers with 20+ players whenever possible; prioritize larger servers.

Activity Requirements

Requirements: Join V4 and the TC at least 4 separate days per week (according to the calendar in-game). Failure to meet these expectations may result in consequences (e.g., message, warning, or possible demotion).

- Activity logger resets at 8pm EST (from Mar 9 - Nov 2) and 7pm EST (from Nov 2 - Mar 9).
- During trainings, if your group fails during the trolling simulation, you may stay in the lobby until the day is green (if your group fails/you leave before the trolling simulation, you may not stay in-game).
- If your IN starts/ends in the middle of a week, the entire week may

not be excused and you could potentially still receive consequences; the HR team is reasonable with this though.

We want you all to progress through our ranks and make the most of your time here. We are going to be extremely transparent with our promotion expectations. Excelling within your duties leads to a faster promotion compared to those who meet the minimum requirements; though both will still lead to a promotion.

Activity Calendar: On the top left of your screen at the cafe, click the calendar icon to display your activity. Do not share information or photos of your activity with others, it is solely meant for you.

Red Days: You have shifted for *less than* 19 minutes.

Green Days: You have shifted for *more than* 20 minutes.

Inactivity Notices

Inactivity notices (INs) are time periods where you know you won't be available to join our facilities. Message a CSO+ with the reason and time period. Suspected inactivity notice abuse, such as frequently taking them, could result in consequences. Please keep in mind, working here is a choice and we want you to be able to balance real life and Frappé. You *should not* feel like you need to sacrifice time from your life to fulfill your duties here.

- INs are not allowed for days that have already passed.
- There is a two-week cooldown between INs.
- INs exceeding a month require CSO+ approval.
- INs without end dates require CSO+ approval and you must update us accordingly; if not, we'll DM you after a month has passed for an update.

Leaking & Reporting

As an MR, you're trusted with confidential information that must be kept private. Leaking or encouraging others to leak will lead to serious consequences. If you're aware of a leak, reporting it, it's the right thing to do and will protect your position.

- MR+ information is confidential and must not be shared (including "harmless messages", such as #staff-lounge).
- Leaking will result in harsh consequences and loss of trust.

- Those who encourage or know about leaks without reporting may also be punished.
- Any reports made out of biases, revenge, or spite may result in a consequence.
- Do not feel guilty if you are the one to come forward about someone leaking, as it's not your fault for the predicament you were put into; reporting it will always result in a better outcome for you.
- Situations that don't need to be reported: Friend group drama, personal MR activities including on other social medias platforms.

If you encounter an individual breaking rules, you are expected to report it as soon as you can. Keep in mind:

You'll remain anonymous if the person being reported receives consequences, with the exception of the HR Team. Any private evidence that may indicate you as the reporter (i.e DMs) will not be shown. Depending on the situation, evidence that doesn't identify you as the reporter may be sent to the reported person if they receive consequences or as part of an investigation.

If you encounter these various ranks breaking rules, this is who you should reach out to:

Head Barista reports: Administration Team or above.

Middle Rank reports: Chief Staff Officer or above.

High Rank reports: Chief Executive Officer or above.

Executive Team reports: Vice President or above.

Leadership Team reports: Anyone above their rank.

Account Safety

Account safety should be your number one priority while working here. Do not turn 2FA off, click on unsafe/suspicious links, share cookies/passwords, and run programs on your device that you are unfamiliar with. Utilize [this](#) website to run a virus scan of programs if needed.

Personal Safety: We highly suggest not sharing private information about yourself with others online. This includes your name, age, location, face, etc. Do not use any emails with your first and last name (in case we add you to a form or another service). You may also consider using a separate internet identity from your main Roblox account if at all possible. Ideally, you should

create a new email for Frappé over using your primary email.

2FA: 2-factor authentication should always be enabled on your account. If we find out otherwise, you will be suspended and possibly demoted if refused. Please click [here](#) for potential threats to be mindful of.

Ticket System

As an MR, you now have the ability to support the community through our Ticket System.

1. Press “claim”, your username should be displayed.
 2. Respond/ask the person what assistance they may require.
 3. Help them with their issue, and then close and delete the ticket.
- Please do not claim a ticket if you’re unavailable to handle a situation, the only exception is if the ticket has been unclaimed for 3+ minutes.
 - Do not leave tickets open and unclaimed, try to answer all of them if possible.
 - If the person hasn’t replied after 15 minutes and you’ve pinged them, you may close the ticket.

Cafe Support Tickets [Staff Assistant+]

These tickets are used for LRs to report trollers, exploiters, or staff members. If you are dealing with a troller report and are unable to assist, you’ll need to ping MR Team in staff-discussion and get someone else to help. [Please ensure someone has not pinged recently before you ping.]

General Questions [Supervising Team+]

Here you’ll answer any Frappé related questions. If you don’t know the answer to a question, don’t be afraid to ask one of your peers or a HR.

If you see anyone misusing the ticket system or breaking any of the server rules within them (for example, being disrespectful), gather proof and contact a Senior Moderator or an HR.

Example Group & Café Shouts

Below is a list of example group/café shouts that MRs might need to use. We've added them below for easy accessibility. You may modify them to your style.

Group Information Shouts- Post 30 minutes after an end shout.

Looking to rank up beyond Senior Barista? Check out our promotion guide:
<https://devforum.roblox.com/t/964567>

Wondering when the next training session is? Check out our session schedule:
<https://devforum.roblox.com/t/1145105>

Welcome to Frappé! Why not head down to the café for a Cappuccino and a
Vanilla Cakepop?

End Shout- Post after trainings have been concluded.

[TRAININGS] have concluded! Congratulations to those who passed. If you couldn't make it, have a look at our session schedule to view our upcoming training times: <https://devforum.roblox.com/t/1145105>

Café Shout - Post at the café, if training servers are lacking attendance.

sm Come down to the training center to rank up! The server will lock in [x]
minutes. (Trainee-Barista only.)

Café Sticky Message - A message that appears (and stays) at the top of
your screen.

N Welcome to Frappé Cafe! | Direct all questions to a Staff Assistant+. |
[BARISTAS] No register? Join the queue or server hop!

Alliance Visits

As an MR, you are free to go to other alliances and take alliance photos with MRs from there by simply stating that you are from Frappé and would like to take one. You can post it in photo gallery.

If an MR from another group comes up to you in-game at the café and claims they are an MR at an alliance and would like to take a photo, be sure to use the “allydata [username]” command on them to verify their rank at the group. If all is well, you can take them to any spot (or a spot of their choice) and take a photo with them. **If LRs try to join the photo, you are not allowed to ask them to leave or respawn them UNLESS the alliance specifically requests the photo to be MR-only.** In that case, you can just take a separate alliance photo with the LRs after the MR-only one.

Consequences

Violations of any of our rules or guidelines, may lead to consequences such as messages, warnings, suspensions, demotions, MR blacklists, Pbans, PCbans, or Discord server bans. Please note that overall progression throughout our ranks is required to work here; if we believe you may not be fit for your next rank, despite assistance provided to you, you will be at risk of a demotion. You may DM a CSO+ if you have previously received consequences, and would like to know where you stand in regards to receiving a promotion. Please do not DM us if you have no previous consequences. Refer to [this announcement](#).

Signed,
Frappé HR Team

Channel Descriptions

Channels

With your new position, several new channels will be visible to you. Each channel has its own function and purpose. All of the rules stated in [#info-and-rules](#) apply to these channels. Along with this, *do not use any of these channels inappropriately or to call out others on their mistakes*. The functions and purposes of each channel are as follows:

#staff-announcements: New updates will be posted in the channel, it is your responsibility to stay updated with this channel. Additionally, there is a thread within named [Guide Changes](#), this is where the HRs will post when any guide receives changes. Please make sure to check them out, and if it's any changes to the Trainer Guide, please add them to your personal guide, otherwise it will be reflected in your feedback.

#staff-engagement: This channel is used by HRs, to host giveaways, gamenights, and for overall fun while working here!

#staff-lounge: This is the channel where everyone can socialize with other MRs on the team, so it can be completely off-topic. However, you must make sure to follow our server rules, or consequences will occur. Please do not confuse new MRs by telling them false information such as “grammar is required” in this channel. **Do not congratulate anyone before promotions have been announced in this channel.**

#staff-discussion: This is a channel that is used for submitting requests for demotions (format is “Demotion Request for [username, id] from [current rank] due to [reason].” & attach the proof) and removal of posts from the group forums as well as asking for assistance at the cafe. It is also where MT+ logs anyone who they have demoted. You can ping a total of 3 roles in this channel. This channel doesn't require grammar, but it should remain strictly on topic. You may also ask questions to the HRs using the @HR Team role. More information regarding [#staff-discussion](#) can be found in the Rules & Ban Procedures guide.

#pban-requests: This is a channel only for submitting evidence for a permanent ban. You can find all the reasons that equal a permanent ban and the [format](#) you must follow when submitting a ban request in the pinned messages of the channel.

#staff-commands: You can use this channel to submit any bot commands that you might need.

#v4-chatlogs: This channel loads all the messages that were said at the cafe. It can be used for obtaining evidence, which may have been tagged in the in-game chatlogs. You are able to send screenshots of this channel as evidence to the perpetrator, but do your best to blur the parts which aren't relevant.

#tc-chatlogs: This channel is the same as v4-chatlogs, but it loads messages from the training centre as opposed from the cafe.

#app-center-logs: This channel logs whenever a user passes the Trainee application at the application center.

#suggestions: Non-development suggestions only, coming up with suggestions isn't required, but we do want you to participate. **All ranks can create suggestions, but please do your research and keep things necessary and productive.** Only give feedback to a suggestion if you have something **new** to add, not "I agree" or "I disagree". To use this channel, select 'New Post', write your suggestion and add the "Daily Operations" tag. Please make sure not to go in circles when discussing and remain respectful. Those who are active while remaining respectful in this channel, may stand out for recognitions compared to those who do not use this channel. Additionally, using AI during discussions in this channel is heavily discouraged. See more information [here](#) and [here](#).

#mr-bugs-and-issues: The same as #mr-suggestions, this is to report any bugs and issues.

Links & Guides

Guides

- [Frappé | Rules & Ban Procedures](#)
- [Frappé | Training Guide](#)
- [Frappé | ST+ Feedback Guide](#) (ST+, SAs can still utilize)
- [Frappé | Hosting Guide](#) (ST+)
- [Frappé V4 Minigame Guide](#) (MT+)
- [Frappé | Official SA Promotion Guide](#) (Provided for SAs to refer back to)

Supplemental Guides

If you have created your own guide to help out others, it has been considered unofficial and the HR team will no longer check over it. We request that official guides are sent before others, and you should not be sending your own guide to anyone unless they ask for it.

- [How to group](#)

Recognition Info

Recognitions

At the end of each month, there'll be a select two MRs and one HR who have been chosen to have been worthy of attaining this award depending on a variety of factors, to list a few generic ones: activity, hard work, overall attitude when communicating with everyone, activity on the group forums and in suggestions (as long as you're being respectful and following our rules), etc; the list is limitless. We believe it's only virtuous that these individuals are recognized for their dedication.

As well as a public announcement praising the individuals, we'll also grant monetary endorsements as Robux with generous rates (details below) and you'll be granted the special VIP role in the Frappé discord for free to show off your achievement to the public as well! Well, after all, you deserve it!

You are allowed to recommend an MR to be recognized if you have noticed a specific individual standing out during a certain month. DM a CSO+ with their username and a short description as to why you believe they should be recognized. Please do this towards the end of a month, and you may include proof but this is optional. Keep in mind that biased recommendations are not allowed.

Robux Rates

MR of the Month - 1,000 R\$

MR Recognition - 500 R\$

HR of the Month - 1,000 R\$

Commands

Commands

As a Middle Rank, you're granted admin at the cafe and at the training center. You're given admin to help you do your job, your admin commands shouldn't be used for nonproductive reasons. There are certain commands that are prohibited as well, using these commands or abusing your commands in general will result in a **consequence**. This list isn't exhaustive, please use common sense when utilizing your commands and always ask an HR if you're unsure of an appropriate situation in which to use a certain command.

To use your admin, you can either type a command in the chat (there's no admin prefix), press the apostrophe key on your keyboard, or use "/c system" when you're on mobile. Any command that needs to be used on multiple people should follow the format "(command) (username,username,username)", note that there's no space in between the commas.

To view usable commands, enter "cmds" at V4 or the TC. You may hover over them to see what they do. You'll need to enter a player's username after certain commands, e.g **ban username, viewtools username, chatlogs username**.

Once you have resigned or have been demoted, you are no longer allowed to use any admin command excluding donor commands. If you're at the café and notice that you still have admin, contact a CEO+. Do NOT abuse your commands; doing so can result in an MR blacklist.

V4 Commands

Chatlogs/chatlog	Displays chat messages of the server or a player.
Cplogs [DOES NOT WORK AT THE MOMENT DUE TO AUTO TRANSLATION FEATURE]	Shows if a player is copy and pasting.
Cplock [DOES NOT WORK AT THE MOMENT DUE TO AUTO TRANSLATION FEATURE]	Disables copy and pasting for a player, only use during raids (several spammers).
Ban	Bans a player from the current server.
Viewtools	Displays the player's inventory.
Utilitylogs/Ulogs	Displays which items a player has handed to another player, and support logs.
Utility	Refreshes a player's utility.
Joinlogs/Joinlogs admins	Displays the time of those who have joined the current server.
Shutdown (HR permission required)	Shuts the server down. Use for: Broken items, <i>a lot</i> of NPCs stuck at registers
Afk	To be used if you need to go AFK, your avatar will disappear - repeat the command once you come back to appear again
FF	Also used to go AFK, only if the AFK command is broken - puts a forcefield around you.
Unff	Removes the forcefield from your avatar.
H	A temporary message, it will show at the top of your screen (h MESSAGE).
N	A permanent message, shows at the top of your screen - use for general information only (n MESSAGE).
ingameadmins	Displays a list of admins who are in the server.
recent	Displays a list up to 30 players who have left recently.
sit	Sits yourself, only to be used for photos. If needing to sit another player, ask for HR permission .
hban	Bans a player from all servers for 12 hours, only use

	for those who are going to be Pbanned/genbanned or those who are mocking pronouns/misgendering after a warning.
allydata	Displays a list of the player's groups (use to verify they're an admin when alliance visits are requested)
unhban	Unbans the player from all active servers.

queue	Displays a list of those in queue.
rmlayered	Removes layered clothing, used for users who have disruptive clothing.
removetools/rmtools	Removes a players tools or clears their inventory.
promptpurchase	Allows someone to purchase a Frappe product (gamepasses) upon request/if they need help only .
findadmins	Displays a list of servers with the amount of admins inside them, also allows you to teleport to them when clicked.
reglogs	Shows a list of players who have claimed/unclaimed a register.
regstatus	Shows a list of the registers in-game and the username of the players that have claimed each.
respawn/res	Puts the user back to the spawn.
joinlogs	Displays 1500 of the last players who recently joined.
checkuser	Displays important account information about the user, such as their account age, their user ID, whether or not they have safechat, and so on.
day	Only use this command if you are taking a photo and the café is set to night time.

Restricted Commands

The following commands are not allowed to be used under any circumstance unless given permission by an HR:

Fly
Unfly
Mod
Team
Gear
Hat
Speed
Ws
God
Ungod
Play
Volume
Startergear
Time
Clearstartergear
Heal
Jumpower
!togglerrank
Sit (Other players)
Night
Gm
Name (only use this command if trainees want to stay until the end of a training to take a photo. name them


**“staying for a
picture”.**

ST & MT Promo Info

ST Promotion Information

You now have the ability to host sessions and have shadows! You are now **required to host one session each month**. Please review the host board for more shadow information. Note that once a shadow has completed their 5th shadow, you must DM their mentor and inform them.

Check out this document for step-by-step procedures regarding hosting.

 [Frappé | Hosting Guide](#)

Use our [Host Board](#) to view/claim hosted sessions, and log all of your hosted sessions on.


MT Promotion Information

You now have the ability to promote and demote low ranks, host minigames at the cafe, handle appeals, and delete messages from the group forums! Your hosting requirement will remain the same, one session each month.

Main Promoter

Please click [this](#) announcement to view information based on the MP role. Please note that you do not need to log when you promote players from awaiting rank to premium customer due to the bot being slow.

Rules & Ban Procedures

As a Management Team, you may answer demotion requests and demote Low Ranks who break our rules. All of our rules and ban procedures are included in this guide.  [Frappé | Rules & Ban Procedures](#)

Appeal Information

You're now able to take appeals!

1. When a player asks you to appeal, check their ban history using bot commands and ensure they're eligible to appeal.
2. Ask them the appeal questions, and take a screenshot of their response(s). Inform them that it could take up to 48 hours to receive a result.

3. Submit the appeal into the “Appeal Requests” thread off of #staff-discussion. An HR will react with a checkmark once we’ve processed the request; you don’t need to do anything else.

Appeal Questions: *Why do you want to appeal? How have you taken responsibility for your actions? What steps will you take to ensure you follow the rules in the future?*

Checking appeal eligibility:

The majority of players must wait **one week** to appeal.

- Players who have previously appealed, and the appeal was denied, must wait **two weeks** from the day their first appeal was denied.
- Discrimination bans = **three months** then, appeal.
- Pedophilla or Rape bans = **six months** then, appeal.
- Username/display name bans are not allowed to appeal. Once their username/display name has changed, contact a CSO+ to unban them.
- Genbans due to IP grabbing and doxxing are irrevocable, meaning they cannot be appealed.

Commands:

To PCban someone, insert the username, reason, and proof (gyazo/lightshot links, no discord link attachments) in the appropriate boxes. Make sure to put proof in the “note” section and not the “custom reason” section.

/pcban issue	Prevents a player from applying to become a worker.
/pcban view	Views the reason, date, and proof of a PCban
/pcban revoke	Revokes a PCban (You need to ask a CSO+ to revoke it for you if it’s been more than 5 minutes since the original one was issued)
/pcban list	Displays a player’s PCban history

Cafe Minigames

MT+ now has the privilege to host minigames at the cafe! Use the guide below for more information. [☰ Frappé V4 Minigame Guide](#)

Group Forums (formerly group wall)

MTs and ATs are able to delete posts off of the group forums. You should be deleting advertisements, spamming, inappropriate comments, and any comments that may break our rules. Log these in staff-discussion the same way demotion requests are logged.