

# Frappé | Training Guide

# Frappé Training Guide

## Approved SA+ only

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**Last Updated:** November 26th, 2025

### General Information

- You may not request or group your friends into your own training group.
- Grammar is optional in your guide.
- If you need to leave the session early, ping @MR TEAM in #staff-discussion, include the section you're on.
- Personal guide adjustments are allowed, but core information needs to remain unchanged. If you edit the wording of your guide at any point as an MR, we suggest asking an AT+ to check your guide, otherwise corrections will be reflected in your feedback.
- When using commands, we suggest typing out at least three or more letters in a username, otherwise points could be added to another trainer's group member.
- If you're rewriting your training guide, try not to start any lines with "To" as you might get teleported to another person, since this is a command.
- You must train in this order: Trolling Simulation, Orders Portion, Kitchen Tour (if applies), rest of Orders Portion, Ending Information, Dismissal.
- All shadow transition lines are highlighted in blue. Please do NOT skip

their parts, be mindful if you have a shadow.

- There is no training uniform; you may refresh yourself into a troll outfit during the trolling simulation.
- If a trainee interrupts the session with a question, you may either respond to them or ask them to wait until you've finished
- Make sure your entire group is at your station BEFORE you begin.
- If a trainee's uniform is not shown, remind them to change BEFORE you begin the session.
- If a trainee asks you to repeat a order over two times, suggest that they use the /notepad command.
- We allow you to customize how you would like to collect orders. Meaning, you may ask your group to hand their orders to you once they've finished making an order, or all at one time. This is completely optional, and we only recommend experienced STs and MTs to use these methods, but it is completely your choice.
- If a trainee speaks another language, use a translator to tell them they need to use translator to be able to greet customers at the cafe and handle trollers in English. If they are unable to do so, you may fail them (do not demote).
- If a trainee disconnects from your group, click the wait button (do not unlock the server).

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## Shadow Information

- All shadow information and lines will be highlighted in light orange throughout the entire guide. During transition messages between the trainer and the shadow, WAIT for your message to fade before switching places.
- Stand on the shadow line behind any ST+ that you wish to shadow, (or spectate for newly promoted SAs) before the session begins. Then say !shadow in chat.
- Follow them to your station and stand behind them.
- If a group member says yes to the kitchen tour, it is your job as a shadow to conduct it - wait for the main trainer to hand it off to you.
- You will also conduct the third and fourth order, which you will get both orders approved before the session begins (by the person you're shadowing).

- I suggest reading this guide before your first shadowing session, and ensure you follow along and don't miss your part.
- Refer to the recipe guide to see the amount of steps within each drink.
- Please make sure your drinks don't tag for safe chat users
- Once your group has finished, you have the option of immediately leaving, or staying until the host shutdowns.

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## Introduction

Please stand behind a register, and then we will begin.

Hello! My name is **username or name here**, and I will be your trainer today. I wish you the best of luck!

***If you have a shadow:*** I will be joined by my lovely shadow, \_\_\_! They will be helping me today. Please give them a warm welcome!

*Shadow should switch places with your trainer, once you finish stating the following line, switch back.*

Hello! My name is **username or name here**, and I will be shadowing your trainer for this session. I wish you the best of luck!

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## Trolling Information

This session will begin with general customer information, and then you will be tasked with handling a trolling simulation.

Use the `/support` command to contact an admin. They will teleport to you, and then you may explain the assistance needed.

If players are exploiting (e.g., flying or going into restricted areas), bypassing, spamming, being discriminatory, or acting inappropriately, call `/support` immediately.

If no admins are in game, report such behavior on our group page under the "Support and Help" section.

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## Trolling Simulation

During the trolling simulation, you should begin by stating your greeting. For

example: “Welcome to Frappé, what can I get for you?”.

You will have a three minute time limit. Warn me to stop once (e.g., Stop trolling). If I continue, state /support and step back.

Any questions before we begin?

*Wait for this entire chat to fade away before proceeding, unless everyone has responded.*

Great, please state your greetings.

*-Begin trolling simulation-*

Great job, everyone! Take a step forward.

Please give me a moment to review your response.

*Optional line.*

***Failed trolling simulation:***

Unfortunately, you have failed this session due to \_\_\_\_ .

*Describe what the trainee did wrong above (e.g., due to giving more than 3 warnings).*

If you'd like to attend another session, please refer to the handbook for the session times.

If you don't have any further questions, you are dismissed. Thanks for coming!

Nice job, you've all passed the trolling simulation and received a point!

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## **Orders Information**

Let's begin with the serving portion. At the café, start by entering the kitchen and claiming a register.

Join the register queue if none are available. Once you're in the kitchen, check that your uniform is visible on at least both legs or torso.

Greet players once they approach you. If they speak a language other than English, attempt to use a translator, or call /support.

Next, inform them of your order limit, which must be three or higher.

Then, create their order using /recipes, where you may select hot or cold and use the search feature. Use /notepad to note down the orders.

Equip the order and type /give username to hand items. Then, thank the customer for coming. You may continue chatting with the customer, if you would like.

You may serve NPCs by clicking “NPC Settings”, and then “Enable” on your register. Greet them when they approach you, and hold the prompt that appears to hand their order.

Note that you must exit the kitchen if you need to be away from your device.

During this training, you cannot assist/seek help from other trainees or return to the kitchen after handing part of the order.

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## Offer Kitchen Tour

Would anyone require a tour of the kitchen before we begin creating orders?

A response is required.

*Wait for this entire chat to fade away before proceeding, unless everyone has responded.*

**No tour:** Alright! If that is the case, we shall proceed with the session.

**Tour + Direct to Shadow:** Please direct your attention to my shadow, who will conduct the kitchen tour, for those interested.

*Shadow will switch places with main trainer and say the following line & kitchen tour:*

**Tour:** Great! If you would like a tour, please follow me into the kitchen. If not, you're free to stay at the counter.

*Main trainers and shadow should use the line above if conducting a tour.*

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## Kitchen Tour

*Shadows begin tour here and say all of the following lines:*

Before we begin, please note that when interacting with kitchen materials, you will need to manually click on the prompt that appears on your screen.

This display case features our baked goods, including cookies, cake pops, muffins, and croissants.

Ice cream is prepared by choosing a cone and then adding a flavor.

Use condensed milk when creating milk tea. Tapioca pearls are only used at the café.

Next up is the trash can, you may select all or some items to dispose of.

Regular cups are stored here, after clicking “E” you must choose a size.

The main attraction of our kitchen is the flavor station. You need to equip the drink in order to add a flavor.

This section contains our brewing stations (regular, decaf, and espresso), and steamed milk/water.

Further down displays tea flavors, machines (ice, mixer, and blender), mocha sauce, and cream.

Steamed drinks can be turned into regular drinks using the chiller.

***OPTIONAL:*** *Demonstrate how to create a 3 step drink (take them step by step through the process).*

That concludes our tour, return to your registers please.

*Shadows should return behind their trainer, so the main trainer can introduce the next portion.*

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## Orders Portion

You will now be tasked with four orders. Keep in mind, there is a three minute time limit for each one.

Please note that you must stay on our side of the kitchen.

**Any final questions?**

*Wait for this entire chat to fade away before proceeding, unless everyone has responded.*

**Great! We will now begin with our 1st order. Please hand all orders once done by saying /give username.**

*All possible drinks you may use are provided for convenience, we suggest choosing from the list below, just make sure the drink is known and follows the criteria. Do not use the same pastry for the 3rd and 4th order, we want trainees to receive a variety of practice.*

**[1st] 1 step drink.**

*Decaf, regular, espresso, steamed milk, and steamed water.*

**[2nd] 2 step drink.**

*Tea, latte, hot chocolate, macchiato, americano, cappuccino, decaf with cream, regular with cream, milk, water, and iced water.*

**My shadow will now go ahead with the final few orders. Please pay attention to them!**

*Shadow switches place with trainer and says the following line:*

**I will conduct the final orders. Be sure to hand your order to me, and not the main trainer. Goodluck!**

*Shadow will conduct third and fourth order. State your order and then ask each barista for their order.*

**[3rd] 3 step drink + pastry.**

*Mocha, frappe, hot chocolate with cream, flat white, lemonade, slushie, milkshake, or a two-step drink WITH a flavor to make it three steps.*

*Pastries:*

*Croissant*

*Cakepop: Chocolate, strawberry, and vanilla*

*Cookies: Sugar, white chocolate, dark chocolate, chocolate, and fudge.*

*Muffins: Blueberry, chocolate, oreo, vanilla, and red velvet.*



**[4th] 4 step drink + pastry + ice cream.**

*Milk tea, smoothies, and strawberry lemonade.*

*Ice cream flavors:*

*Chocolate, strawberry, mint, cookie dough, oreo, caramel, and vanilla.*

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## **Passing Messages**

This order is correct! You'll receive a point, good job.

*Saying "Good!" or "Correct" is allowed as well*

***Passed on 2nd or 3rd order:***

Great job! You have fulfilled the needed amount of points to pass this session.

Please continue to participate.

***Already passed, but got an order correct:***

This order is correct! You won't receive a point since you have already passed the session.

*Saying "Good!" or "Correct" is allowed as well*

***Passed on final order:***

Great job! You have fulfilled the needed amount of points to pass this session.

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## **Failed Message**

- *Trainees require 3/5 points to pass. 1 from trolling, and 2 from orders.*
- *Junior Baristas require 4/5 points to pass. 1 from trolling, and 3 from orders.*
- *Baristas require 5/5 points to pass. 1 from trolling, and 4 from orders.*

My apologies, however, this is the incorrect order. Please give me a moment to message you the correct order.

Unfortunately, you have failed this session due to not receiving enough points to pass.

If you'd like to attend another session, please refer to the handbook for the session times.

If you don't have any further questions, you are dismissed. Thanks for coming!

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## PM for Incorrect Order

PM the following message to those who get an order incorrect, don't include the pastry recipes as there isn't any. Make sure to include cup sizes as well. ***\*It is no longer required to say what the trainee handed you, but you can still include this in your guide if you'd like\****

**Example:** [CORRECT RECIPE] Medium Espresso = Medium Cup, Espresso Machine. Do not remake.

PM username [Correct Recipe] Order Name = Correct Recipe . Do not remake.

Sent. Let me know if it tagged or if you didn't receive it.

Well done, you all have passed! Please direct your attention back to your trainer as they have some important information regarding your new ranks.

*Switch places with your trainer.*

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## Ending Information

Congratulations! You've successfully passed this training session!

Junior Barista+ now has access to the commands used previously today, /support and /give. Misuse of these commands will result in a demotion.

***If a barista is in your group:*** Baristas becoming Senior Baristas are now eligible for Head Barista, although you cannot train for this rank. Information on how to be promoted can be found in the promotion guide.

Failure to follow the rules, or requests of an admin will result in consequences, such as a demotion, premium customer ban, and/or permanent ban.

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**Shadows:** Follow this based off of your TRAINERS rank, instead of yours.

## SA & ST Dismissal

Do you have any final questions?

*Wait for this entire chat to fade away before proceeding, unless everyone has responded.*

*Then, take your trainees to the lobby.*

*Follow your trainer to the lobby, you may then leave or stay until the end of the session once the trainees have been ranked.*

Nice! Please wait here and I will teleport you back to the lobby so that you can receive your promotion.

**If the main promoter (MP) is not in the lobby and therefore still training:**

*pm mp Could you please promote group [insert group letter here]*

**If the MP is in the lobby, they should go ahead and rank your group automatically.**

Please wait here, a promoter will rank you shortly. Congratulations again!

Great job, you are dismissed from this training session. Congratulations!

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## **MT+ Dismissal**

Does anyone have any questions before I promote you?

*Wait for this entire chat to fade away before proceeding, unless everyone has responded.*

Great! I'll now proceed in promoting you all. Please be patient.

Congratulations! You have been ranked. Have a nice day! You are dismissed.

*You may now leave or stay until the end of the session.*

# Invalid vs. Valid Warnings

## Invalid Vs. Valid Warnings

Below is information on how to correctly determine warnings, and we've included a list to help you all out. This list is not exhaustive, so you should ask an HR if there is something in this list that seems like a stretch. Keep in mind once the trainee calls for support, any warnings after do not count. To ensure your trolling simulation is realistic, please do not mass spam as the bot at the training center will kick any player for spamming. Having admin does not shield you from our rules. Please ensure you are only using the term "warning" instead of "reminder" when speaking to trainees. Formatted warnings are allowed, such as "Warning 1: Trolling". If the trainee doesn't state a reason after saying "Warning 1", please pass them and remind to be more direct. Click [here](#) for more information regarding using the correct term. Keep in mind you have a three minute time limit during your simulation, group members are able to fail for reasons beyond this list. Such as: not calling /support within 3 minutes or giving too many warnings. If a trainee tries to make an item during the trolling simulation, this is an automatic fail unless they correct their mistake before /support is called.

Valid Warnings	Invalid Warnings	Other Warnings <i>(pass and remind to be more direct)</i>	Sometimes Valid <i>(only valid if your trolling simulation includes disrespect, aggressiveness, or caps)</i>
Stop trolling	We don't serve that	Stop	Calm down
Order properly/normally	Don't caps abuse	Stop this kind of behavior	Be respectful
Order in terms of the menu	We don't have that on the menu	Stop or I will have to call support	Don't be rude
Order off the menu	Please leave	Make a real order	Be nice
Use the menu	No	If you don't stop, I'll call an admin	
Choose an item from the menu	I will have to ask you to leave	If you continue trolling, I'll call an admin	
Warning 1: Trolling	Do not bother me	Trolling is not tolerated	
This is your one	This is a	I am warning you	

Valid Warnings	Invalid Warnings	Other Warnings <i>(pass and remind to be more direct)</i>	Sometimes Valid <i>(only valid if your trolling simulation includes disrespect, aggressiveness, or caps)</i>
warning to stop trolling	cafe/restaurant		
Order or leave <i>(since a customer could be "ordering" a troll item e.g, burger, this warning is invalid if the customer is ordering an item that is not on our menu)</i>	Look at the menu	We do not allow this kind of behavior	
Order within the item limit <i>(valid if you're ordering an absurd amount of items, otherwise fail)</i>	Use /menu	This is your first/last warning	
No troll please	Order food/drink	Warning 1 <i>(without giving a reason)</i>	
You can only order from the menu	Order something else		
	Stop spamming <i>(you should not be spamming during your trolling simulation anyway)</i>		
	The menu is above		

# TC Commands

## Training Center Commands

The “g” prefix can be added to the *ref*, *kick*, *add*, and *subtract* commands (and used alone) to execute the command on your group. If you are the grouper, [do not](#) add your friends into your group, or anyone else's.

The ban command should not be used at the training center, unless a player is rejoining the server excessively and breaking our rules before the server can be locked. Please note that disruptive trainees, players who aren't following trainer instructions, and those who roam after an admin reminder, should be kicked from the server. If they have already passed the session, do not promote them. They should not receive a demotion request either. Major rule breaks should still result in a demotion and PCban.

<b>Add <i>username</i> OR Add %<i>groupletter</i></b>	Adds a point to a user/entire group
<b>Sub <i>username</i></b>	Subtracts a point from a user
<b>PM MT+</b>	Sends a private message to all MTs+. SAs & STs may use this to request their group to be promoted if there is no main promoter yet.
<b>Bring %<i>groupletter</i></b>	Brings your entire group to you (use when teleporting trainees to your station).
<b>Autogroup (<i>grouper only</i>)</b>	Automatically creates groups (only if broken)
<b>Roles (<i>host only</i>)</b>	Automatically assigns roles to trainers.
<b>vacaterole</b>	remove yourself from a role if you can't fill it (ex. if you claimed Main Promoter but you have to leave early, use this command before leaving)
<b>claimrole</b>	assign yourself a role after the roles have already been sent out or if you need to take over for someone
<b>givehost</b>	should only be used by the host to make someone else the host of the session (ex. if they have to leave early and need an ST+ to take over)



<b>claimhost</b>	goes hand in hand with the command above - if you aren't given host but need to be it (ex. need to take over for a host) then get permission from the host or an HR and use the command to claim the position
<b>Sessioninfo</b>	Displays the host's username, admins in the server, and roles information.
<b>Name <i>username</i></b>	Name <b>yourself</b> to provide information to your trainees (discluding the order). Or, name your trainees "waiting for pic". If you leave while you trainee is waiting for a photo, PM admins and inform them. No other expectations are allowed regarding this command.
<b>Playerc</b>	Displays the amount of players that are in the game (used mainly for hosts to double-check if the server can be locked).
<b>Ff <i>me</i></b>	Use this command on <i>yourself</i> if you need to go AFK, a forcefield will be displayed around your avatar. Then, inform the host how long you will be gone for.
<b>Unff</b>	Removes the forcefield from your avatar.
<b>Kick</b>	Kicks the player from the game, use this when dismissing players at the TC. Do not ban them.
<b>Kicked</b>	Lists everyone kicked from the server.
<b>Ulogs</b>	Use this to check who a user hands items to.