

IT'S MORE THAN A CUP OF TEA, IT'S A FAMILY.



HANDBOOK



Introduction

Boba is a bubble tea-based café which offers a variety of refreshments in order to satisfy the craving of our clientele. Our staff and management work to the best of their ability to ensure that each and every customer that walks through the door is pleased with their experience. We anticipate that you thoroughly enjoy your visit at the café and our general premises.

This handbook will be elaborating on distinct information and practices of which are utilized regularly at Boba. It will allow our staff members, management, and visitors to be aware of the functions at the café.

After reviewing the handbook, any inquiries or concerns can be directed towards a member of the Management Team of which would be pleased to assist you. Thank you for visiting the café!

— Corporate Team



Referral

Title: Boba®

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

Discord Communications Server: [boba](#)

Instagram: [boba.officalrblox](#)

Twitter: [BobaCorporation](#)

Premises: [Café](#) | [Training Center](#) | [Application Center](#)

Recipe Guide: [Click Here](#)

Affiliation Standards: [Click Here](#)

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Further inquiries are directed to our Corporate Team.

— Corporate Team

General Regulations

1 - Respect is mandatory to be provided to all members on the premises. Discrimination based on race, ethnicity, gender, sex, orientation, culture, or general identity is prohibited.

2 - Disruptive actions that include provocative intentions including trolling, arguing, and dancing/standing on [occupied] tables are prohibited.

3 - Server-wide disruption including spamming and excessive capitalization use are prohibited.

4 - Inappropriate actions, intentions, content, or apparel including curse words, sexual references or innuendo, and paraphilia are prohibited.

5 - Advertising another corporation in the given premises is prohibited.

6 - It is mandatory to adhere by the ROBLOX Code of Conduct & Regulations beside the Boba® Regulations. Violating it in any manner is prohibited.

Barista Regulations

7 - Adequate grammar, punctuation, and conventions are mandatory towards all Trainees.

8 - Service only extends towards items on the menu. Serving items not found on the menu is prohibited.

9 - Displaying desire or priority for a promotion, including asking or hinting, is prohibited.

10 - Though breaks are permitted, the majority of your shift is expected to include working.



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11 – Professionalism is mandatory at all times in any premise, which includes adequate service as well as adhering to and enforcing regulations regularly.

Management Regulations

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

13 – Addressing disruption and inquiries is a mandatory responsibility towards a shift or a session. Neglection of addression is prohibited.

14 – Administration command usage is limited towards the following in any session varying on its necessity: *m, h, slock, unslock, bring, to, pm, group, name, pluspoint, kick, refresh, view, unview, shutdown, chatlogs, logs, and play.*

14 – Administration command usage is limited towards the following in any shift varying on its necessity: *bring, to, pm, warn, kick, ban, chatlogs, logs, view, unview, and refresh.*

15 – Administration command usage should not be used towards *all, others, admins, or nonadmins* unless refreshing all passing Trainees-Baristas in a server, messaging all administration with a justifiable reason, or grouping users when taking a gallery photo.

16 – When visiting another corporation or professional community on ROBLOX, co-operation, adhesion of their respective regulations and respect is mandatory. If the corporation or community is an affiliation of ours, grammar and professionalism is mandatory throughout their premises.

17 – The ability to promote and demote is given to Assistant Manager+. Promoting and demoting anyone above Senior Barista in any case is strictly prohibited. Promotions should only occur when



promoting during a training session. Demotions should only occur with a justification of violating the regulations.

18 - Include a justification to every *kick*, *warn*, and *ban*.

Communication Server Regulations

1 - Inappropriate content such as curse words, sexual references or innuendo, and paraphilia are prohibited.

2 - Starting or encouraging provocation, including arguing and creating drama are prohibited.

3 - Advertising or directing any links in the server and/or in direct messages is prohibited unless provided permission to do so by a member of the Corporate Team.

4 - Nicknames must minimally correspond with your ROBLOX username. Appropriate additions are permitted with this aforementioned expectation.

5 - Grammar is mandatory towards the Management Team in designated channels, however, optional to Baristas in the server.

3 - Server-wide disruption including major spamming is prohibited at all times.

4 - The #bot-commands channel is designated towards commands executed by the bots in the server. Utilizing these commands in another channel, unless permitted, is prohibited.

5 - Disclosing classified information from Management channels, Corporate channels, or direct messages is prohibited.

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6 - Audio that violates any of the regulations above or that is loud/irritating to a certain degree is prohibited.

7 - It is mandatory to adhere to the Discord regulations and code of conduct as a member of the server. Violating their respective regulations is prohibited.

Communication Server Code: boba

Rank Descriptions

Customers

Customer — ∞

The customer is the rank of which is provided with our refreshments and customer service. We anticipate that they are satisfied with their experience.

Baristas — Low Rank

Trainee — ∞

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

Cashier — ∞

The Trainee has passed their first session. Now they are eligible to work behind the counters and take orders that the Barista's may create.

Junior Barista — ∞

The Junior Barista has recently passed their first training session and they are now able to work the cafe's kitchen.

Barista — ∞

The Barista rank is designated to those who gain enough points by working in our game. Point requirements are located in the game Staff UI.





Senior Barista — ∞

The Senior Barista rank is designated to those who gain enough points by working in our game. Point requirements are located in the game Staff UI.

Staff Intern — ∞

The Staff Intern rank is for those who gain 10,000 Staff Points in our game. Once you receive that many points you will automatically get ranked. You can also purchase the pass in our game store.

Management Team — Medium Rank

Staff Assistant — 60

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

Supervisor — 40

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

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 and being granted the permission to ban and demote users with a justification.

Manager — 25

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

Head of Supervision — 20

The Head of Supervision continues to execute the responsibilities and standards of the Management

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Team as well as plays a high role-model standard for the more recent members in it.

Corporate Team — High Rank

Executive Assistant — 12

The Executive Assistant is the most recent addition to the Corporate Team, training in order 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 and responsibilities.

Public Relations Director — 6

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

Employment Director — 6

The Employment Director is a part of the Employment Department of 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. They are open to more opportunities and jobs in their respective departments.

Executive Board — Senior High Rank

Board of Directors — 2

The Board of Directors is considered the assistant head of their respective departments, one for Public Relations and one for Employment.

Vice President — 3

The Vice President assists the President in their tasks and responsibilities regarding development, Corporate Team management, insight and feedback on group practices, and the establishment of the



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corporation as a whole. Vice Presidents are also the Head of the Departments within the company.

Senior Vice President — 1

The Senior Vice President assists the President in his tasks and responsibilities regarding development, Corporate Team management, insight and feedback on group practices, and the establishment of the corporation as a whole.

President — 1

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

Departments

Employment Department

The Employment Department regards and 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 and applications for Staff Assistant as well as addresses staff-related promotions and terminations.

Public Relations Department

The Public Relations Department regards and manages the affiliations of Boba as well as the events and 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!





Promotions

Trainee

In order to become a Trainee, one must apply and pass the Trainee application found through the Application Center game in the group page.

Junior Barista — Senior Barista

In order to become a Junior Barista — Senior Barista, one must attend and pass a training session following their respective scheduled in the Training Center.

Staff Assistant

In order to become a Staff Assistant, a Senior Barista must be their respective rank for seven days, join the Discord server, and disable safechat. This will allow Senior Baristas to be eligible for a selection. If remarked with outstanding effort, work ethics, conventions, respect, professionalism, and community involvement, the Employment Department may select one for the Staff Assistant application process. Furthermore, Staff Assistant applications are open to everyone when necessary.

Supervisor — Executive Assistant

In order to be promoted as a Staff Assistant, one can be promoted from the reforms process which selects diligent and versatile individuals in the Management Team for a promotion. The process occurs and resets every two weeks by the Corporate Team. Additionally, one has the opportunity to receive a promotion from the Senior Corporate Team of which is not during reforms if your work is exceptional.

Public Relations Director — Employment Director

In order to become a Public Relations Director or an Employment Director, one must be a Corporate Manager beforehand with several weeks within the position before selecting their preferred department if

asked by the department heads and taking the process to become a part of the Corporate Team.

Corporate Director

In order to become a Corporate Director, you must show activity and dedication towards your department. You must have experience and professionalism while performing above and beyond, committing to tasks that are not needed but beneficial.

Board of Directors

In order to become a Senior Corporate Officer, one would have to be a part of the Employment Department or the Public Relations Department and be deemed eligible to become the assistant head of their department. This is demonstrated through diligence and work ethics throughout their department. There is only one head per department, counting up to two heads in total.

Vice President

In order to become the Vice President of Boba, one must be selected by the President himself after months of effort. The Vice President is the direct advisor to the President, which signifies that one must be extremely qualified for the position in every manner. They are also appointed head of either the Employment, Moderation or Public Relations Department. This promotion rarely occurs.

Senior Vice President

In order to become the Senior Vice President of Boba, you must have been chosen by the President to lead as the 1st in command just in case the owner was to go inactive. This is a 1 capacity role.





Promotion Standards

In order to be promoted through the Staff Assistant+ ranks, we expect one to meet and exceed the following expectations. We look for these characteristics and behaviour.

- Professionalism
- Activity
- Grammar & Conventions
- Respect
- Community Involvement
- Versatility & Flexibility
- Leadership
- Ethics & Morals
- Organization
- Collaboration
- Independence
- Judgement & Problem-Solving Skills
- Communication

Demotions

Demotions typically only occur to Staff Assistants+, where one is demoted to the rank below them or equivalent that is still a staff rank due to justification of inactivity, unprofessionalism, or another case. This is not to be mistaken for a *termination*, which is the complete demotion from a staff rank to Customer.

If you believe that you were demoted, it may be for the following justifications:

- Inactivity
- Unprofessionalism
- False Promotion
- Reforms (Staff Assistant+)

If you haven't found an appropriate justification for your demotion, please contact the Management Team only upon the day of the demotion.

Terminations

Terminations are more common than demotions, typically occurring in the event of a justifiable

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reasoning that includes both Baristas, the Management Team, and the Corporate Team. It may be due to inactivity, reforms, unprofessionalism, unanimous decision for the Corporate Team, or a member of the Senior Corporate Team's decision.

If you believe that you were terminated, it may be for the following justifications:

- Inactivity
- Unprofessionalism/Disrespect
- Promotion Hinting
- Violating Regulations
- Lack of Grammar
- Administration Abuse (Staff Assistant+)
- Reforms (Staff Assistant+)

If you haven't found an appropriate justification for your demotion, please contact the Management Team (for Baristas) or the Corporate Team.

Training Sessions

Training sessions are assemblies held by the Management Team for Baristas to be able to learn more information regarding the practices and systems of the café as well as examine their knowledge, thinking, communication, and application. Training sessions are hosted to examine if the Barista in question is prepared for the succeeding rank.

Schedule

Monday — Friday

9PM PT | 12AM ET | 4AM GMT | 2PM AET
10AM PT | 1PM ET | 5PM GMT | 3AM AET
12PM PT | 3PM ET | 7PM GMT | 5AM AET
2PM PT | 5PM ET | 9PM GMT | 7AM AET
4PM PT | 7PM ET | 11PM GMT | 9AM AET

Saturday — Sunday

9PM PT | 12AM ET | 5AM GMT | 4PM AET
2AM PT | 5AM ET | 9AM GMT | 7PM AET
8AM PT | 11AM ET | 3PM GMT | 1AM AET

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12PM PT | 3PM ET | 7PM GMT | 5AM AET
3PM PT | 6PM ET | 10PM GMT | 8AM AET
6PM PT | 9PM ET | 1AM GMT | 11AM AET

Lobby

- The host and co-host joins the lobby at :15.
- The trainers and assistants join the lobby at :20.
- The Trainees — Baristas join the lobby at :30.
- The session begins at :50 — :00.

Points

In order to pass the session and be deemed eligible for the succeeding rank, you are to acquire the following amount of points:

Trainees: 5

Junior Baristas: 6

Baristas: 7

Shifts

Shifts are constantly being held at the café in order to provide service to customers and keep the liveliness of the corporation. There are a variety of tasks from each rank of which are to be carried out at the café.

Baristas

Service

The main focus of Baristas are to provide our customers with service exceeding their expectations. We anticipate that Baristas will be doing so by following an appropriate introduction process. The process begins with an approachable greeting suggesting the order, a kind message before achieving that order and providing a conclusion. Please note that the menu is on the left and that the order limit is up to three items.

Dealing w. Disruption

If there happens to be a disruptive customer, remain collected as you warn them only once before



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achieving a supervising member of the Management Team or filling in a ticket on our comm. Server.

Management Team

Supervision

We expect that the Management Team is to supervise around the café at all times by assisting with the management of disruptive customers as well as staff and constantly being on the lookout for Senior Barista recommendations if necessary. Addressing inquiries and concerns are another part of supervision.

Dealing w. Disruption

Varying on the disruptive customers actions:

- Bypassing Filter: Warn, Ban
- Disrespect: Warn, Kick, Ban
- Inappropriate Apparel: Warn, Ban
- Major Spamming: Ban
- Minor Spamming: Warn, Kick, Ban
- Trolling: Warn, Kick, Ban

Affiliation & Alliance Information

Boba® is a corporation that focuses on outstanding service towards our clientele as well as an enjoyable experience for the general community. We anticipate to bring our community and industry together by establishing connections with a variety of affiliations and corporations surrounding our vision.

We are pleased that you are considering an affiliation or alliance with us! We anticipate to be working with your community in the future if you are interested. In advance of requesting for an affiliation, we do have prerequisites and standards we'd like to present you towards. This being said, we will be willing to adapt our corporation to fit your standards if we are interested in establishing an alliance.

Affiliation Standards: [Click Here](#)



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Throughout this document, we will be elaborating on the requirements and standards to work alongside this corporation as an affiliate. This includes requirements necessary to meet before applying for an alliance as well as the application itself and the expectations necessary to meet during the alliance. In advance of applying for the affiliation, please ensure that you meet our corporate standards as stated below. We anticipate to connect with you!

If you have any inquiries or concerns regarding affiliations and alliances, please do not hesitate to contact the Public Relations Department.

We anticipate to be working alongside your community within the near future!

— Public Relations Department

Frequently Asked Questions

The most direct answers to the most asked questions regarding the corporation. Further inquiries can be directed to the Management Team!

Q: How many warnings are given?

One warning is given to disruptive customers.

Q: What is the order limit?

The order limit is three refreshments per order.

Q: Do we serve Boiled Water or Steamed Milk?

Yes, we serve both of these refreshments.

Q: What are the recipes?

The recipes are found in [this document](#).

Q: How can I work behind the counters?

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You can send an application via the [Application Center](#) and then attend a training session at the scheduled times.

Q: Can I take a break during my shift?

As a Barista, you may take a minor break in order to refresh yourself and enjoy the experience. However, we do ask that majority of your shift includes working if necessary (unless there are enough staff.)

Q: How can I get promoted to Staff Assistant?

Meet the requirements and work extremely hard. Make yourself remarkable and stand out and you'll be sent the application by the Employment Department. Additionally, applications open for them if needed.

Q: When are the next Staff Assistant applications?

We open them when necessary, there's no set date.

Conclusion

We appreciate that you took the time to read through this guidebook in order to give you a hand in your experience at Boba!

Any further concerns or questions can be directed to the Management Team or the Corporate Team.

— Corporate Team

