

Biggby Coffee New Barista Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

This is a sample study guide. To access the full version with hundreds of questions,

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain from reliable sources accurate, complete, and timely information about this product.

SAMPLE

Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	6
Answers	9
Explanations	11
Next Steps	17

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Don't worry about getting everything right, your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations, and take breaks to retain information better.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning.

7. Use Other Tools

Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly — adapt the tips above to fit your pace and learning style. You've got this!

SAMPLE

Questions

- 1. What is the main purpose of a barista training manual?**
 - A. To offer bonus recipes for competitions**
 - B. To provide standardized procedures and techniques**
 - C. To list employee schedules**
 - D. To track customer orders**
- 2. How can baristas foster a sense of community in the café?**
 - A. By maintaining a strict business-only atmosphere**
 - B. By fostering connections with customers and hosting events**
 - C. By limiting interactions with regulars**
 - D. By keeping the café quiet and reserved**
- 3. What is the process for making a cold brew coffee at Biggby Coffee?**
 - A. Filling a cup with hot water and coffee grounds**
 - B. Steeping coarsely ground coffee in cold water for 12-24 hours**
 - C. Blending coffee with ice and water**
 - D. Using a coffee machine for rapid brewing**
- 4. Which behavior is advisable for a barista during busy times?**
 - A. Becoming flustered and anxious**
 - B. Staying calm and prioritizing tasks effectively**
 - C. Ignoring customer needs**
 - D. Focusing on only one order at a time**
- 5. What technique is necessary to prepare a no-foam latte?**
 - A. Stretch the milk quickly**
 - B. Roll the milk for the entire time**
 - C. Use only cold milk**
 - D. Heat the milk to at least 160 F**

- 6. What is the significance of seasonally flavored beverages at Biggby?**
- A. To reduce inventory cost**
 - B. They create excitement and encourage repeat customers**
 - C. To increase the complexity of the menu**
 - D. To distract from regular beverage offerings**
- 7. How might baristas make recommendations for customers who do not drink coffee?**
- A. By emphasizing espresso drinks**
 - B. By focusing on condiments**
 - C. By suggesting tea options, smoothies, and hot chocolate**
 - D. By ignoring their preferences**
- 8. What is the correct setup for a 24 oz Neapolitan Latte?**
- A. 2 pumps mocha, 2 pumps vanilla, 2 pumps strawberry, 3 shots of espresso**
 - B. 2 1/2 pumps mocha, 2 1/2 pumps vanilla, 2 1/2 pumps strawberry, 3 shots of espresso**
 - C. 3 pumps mocha, 2 pumps vanilla, 2 shots of espresso**
 - D. 2 pumps mocha, 3 pumps strawberry, 2 shots of espresso**
- 9. What is the second priority position for the milk steamer?**
- A. Prepare beverages quickly**
 - B. Engage customers actively in conversation**
 - C. Clean the milk steamer**
 - D. Steam milk for all drinks**
- 10. Which of the following is a common allergen that baristas should be aware of?**
- A. Rice**
 - B. Dairy**
 - C. Fish**
 - D. Eggs**

Answers

SAMPLE

1. B
2. B
3. B
4. B
5. B
6. B
7. C
8. B
9. B
10. B

SAMPLE

Explanations

SAMPLE

1. What is the main purpose of a barista training manual?

- A. To offer bonus recipes for competitions
- B. To provide standardized procedures and techniques**
- C. To list employee schedules
- D. To track customer orders

The main purpose of a barista training manual is to provide standardized procedures and techniques. This ensures that all baristas are equipped with the same foundational knowledge and skills necessary to prepare beverages consistently and efficiently. By having a clear set of guidelines, new baristas can learn how to operate equipment, create menu items, and deliver high-quality customer service, all while maintaining the brand's standards. Such uniformity is crucial in establishing a reliable customer experience, where patrons can expect the same level of quality regardless of which barista serves them. In contrast, while offering bonus recipes for competitions might be an interesting feature, it is not the primary intent of a training manual. Likewise, listing employee schedules or tracking customer orders are operational tasks that play a role in managing the business but do not directly contribute to the training and skill development of baristas. The training manual's focus is on equipping employees with the essential skills and knowledge needed to perform their roles effectively.

2. How can baristas foster a sense of community in the café?

- A. By maintaining a strict business-only atmosphere
- B. By fostering connections with customers and hosting events**
- C. By limiting interactions with regulars
- D. By keeping the café quiet and reserved

Fostering a sense of community in a café is essential for creating an inviting environment that encourages customer loyalty and engagement. Building personal connections with customers can help them feel valued and appreciated, turning casual visitors into regular patrons. Baristas can achieve this by engaging in conversations, remembering customers' names, and personalizing their orders. Additionally, hosting events such as open mic nights, book clubs, or community meetings provides a platform for customers to interact with each other and with the barista staff, thereby deepening relationships within the café community. This interactive social aspect not only enhances the customer experience but also promotes a welcoming atmosphere that encourages more people to visit and take part in the community activities. Cultivating such connections can transform a café from a simple coffee stop into a central social hub.

3. What is the process for making a cold brew coffee at Biggby Coffee?

- A. Filling a cup with hot water and coffee grounds
- B. Steeping coarsely ground coffee in cold water for 12-24 hours**
- C. Blending coffee with ice and water
- D. Using a coffee machine for rapid brewing

The process for making cold brew coffee involves steeping coarsely ground coffee in cold water for an extended period, typically between 12 to 24 hours. This method allows for a smooth extraction of flavors from the coffee beans without introducing the acidity and bitterness often associated with hot brewing methods. The cold water draws out the flavors gradually, resulting in a rich and full-bodied coffee that can be served chilled, often over ice or as a base for various coffee beverages. This technique is key to achieving the unique flavor profile that cold brew is known for, making option B the correct choice in this scenario. The other processes mentioned do not align with the cold brew method. For instance, filling a cup with hot water and coffee grounds is characteristic of traditional brewing techniques, while blending coffee with ice and water refers to iced coffee rather than cold brew. Lastly, using a coffee machine for rapid brewing is a method suited for hot coffee preparation, which contrasts with the cold and slow approach of cold brew brewing.

4. Which behavior is advisable for a barista during busy times?

- A. Becoming flustered and anxious
- B. Staying calm and prioritizing tasks effectively**
- C. Ignoring customer needs
- D. Focusing on only one order at a time

Staying calm and prioritizing tasks effectively is crucial for a barista during busy times. Maintaining composure allows the barista to manage the flow of customers and ensure that each order is prepared accurately and efficiently. By prioritizing tasks, the barista can quickly identify which orders need to be addressed first, especially when high-demand items or large groups of customers are present. This organized approach helps in minimizing wait times and improving customer satisfaction, as it demonstrates attentiveness and care towards clients' needs. The ability to multitask effectively while remaining calm also enhances the barista's performance and contributes to a more pleasant working environment for both employees and customers.

5. What technique is necessary to prepare a no-foam latte?

- A. Stretch the milk quickly**
- B. Roll the milk for the entire time**
- C. Use only cold milk**
- D. Heat the milk to at least 160 F**

To prepare a no-foam latte, rolling the milk for the entire duration of steaming is essential. This technique involves moving the steam wand in a manner that circulates the milk effectively, allowing it to heat evenly without incorporating air, which creates foam. By rolling the milk, you achieve a smooth and silky texture while maintaining the integrity of the latte that is desired for no-foam variations. Properly managing the temperature and texture ensures that the milk develops a velvety mouthfeel without the airy bubbles that characterize frothed milk. Achieving this balance is vital for a true no-foam latte experience, as it focuses purely on the flavor of the espresso combined with the creamy texture of the milk.

6. What is the significance of seasonally flavored beverages at Biggby?

- A. To reduce inventory cost**
- B. They create excitement and encourage repeat customers**
- C. To increase the complexity of the menu**
- D. To distract from regular beverage offerings**

Seasonally flavored beverages at Biggby play a significant role in creating excitement among customers and encouraging them to return. These limited-time offerings tap into the changing seasons and associated flavors, such as pumpkin spice in the fall or peppermint in the winter. This strategy not only draws in customers who are eager to try new and trendy flavors but also cultivates a sense of urgency, as customers may feel they need to visit before the seasonal beverage is gone. Such offerings enhance the overall customer experience by providing variety and novelty, fostering customer loyalty and repeat visits. The seasonal approach aligns well with consumer expectations for fresh, timely, and relevant products. It keeps the menu dynamic and engaging, encouraging patrons to return to see what new flavors might be available. Additionally, this method allows Biggby to showcase its creativity and adaptability in crafting drinks that resonate with customer moods and seasonal celebrations.

7. How might baristas make recommendations for customers who do not drink coffee?

- A. By emphasizing espresso drinks**
- B. By focusing on condiments**
- C. By suggesting tea options, smoothies, and hot chocolate**
- D. By ignoring their preferences**

Baristas can effectively make recommendations for customers who do not drink coffee by suggesting tea options, smoothies, and hot chocolate. This approach ensures that those customers feel included and valued by offering them alternatives that fit their preferences. Offering products like tea can appeal to customers looking for a caffeine boost without coffee, while smoothies provide a refreshing option for those wanting something sweet or more fruit-based. Hot chocolate caters to those who may prefer a warm, comforting beverage without the coffee flavor. By emphasizing these options, baristas can enhance the customer experience, showing that they are attentive to individual tastes and needs. This inclusive strategy not only helps in making suitable recommendations but also fosters a welcoming environment where all customers feel they have choices that align with their desires.

8. What is the correct setup for a 24 oz Neapolitan Latte?

- A. 2 pumps mocha, 2 pumps vanilla, 2 pumps strawberry, 3 shots of espresso**
- B. 2 1/2 pumps mocha, 2 1/2 pumps vanilla, 2 1/2 pumps strawberry, 3 shots of espresso**
- C. 3 pumps mocha, 2 pumps vanilla, 2 shots of espresso**
- D. 2 pumps mocha, 3 pumps strawberry, 2 shots of espresso**

The correct setup for a 24 oz Neapolitan Latte involves balancing the various flavors to reflect the traditional Neapolitan flavor profile, which typically includes chocolate, vanilla, and strawberry. Option B specifies the use of 2 1/2 pumps each of mocha, vanilla, and strawberry, along with 3 shots of espresso. This combination ensures that the flavors are well-represented and harmonious, providing a rich taste experience that complements the robust espresso. Each component plays a critical role: the mocha provides the chocolate flavor that is essential to the Neapolitan theme, the vanilla adds a creamy sweetness, and the strawberry brings a fruity element. The choice of 2 1/2 pumps for each flavor is designed to ensure that none of the flavors overpower the others, creating a balanced beverage that caters to those seeking the full spectrum of tastes associated with a Neapolitan dessert. Additionally, using 3 shots of espresso establishes a strong coffee foundation, which is important for a 24 oz drink, ensuring that the richness of the espresso is not lost among the added flavors. This thoughtful combination results in a well-rounded drink that maintains the integrity of the Neapolitan style.

9. What is the second priority position for the milk steamer?

- A. Prepare beverages quickly
- B. Engage customers actively in conversation**
- C. Clean the milk steamer
- D. Steam milk for all drinks

The second priority position for the milk steamer is to engage customers actively in conversation. This approach emphasizes the importance of creating a welcoming and enjoyable experience for customers while their drinks are being prepared. Engaging with customers helps build rapport, fosters loyalty, and enhances the overall atmosphere of the coffee shop. The interaction can elevate the customers' experience, making the time spent waiting for their beverage feel shorter and more pleasant. Prioritizing customer interaction also allows baristas to gather feedback and understand customer preferences better, contributing to a personalized service that can enhance satisfaction. When customers feel valued and connected, they are more likely to return and promote the coffee shop through word-of-mouth. Maintaining cleanliness and ensuring the milk steamer is in optimal working condition is also important but is typically aligned within the operational aspects, which are essential to the overall efficiency and hygiene of service. Preparing beverages quickly is a priority, but it is often the basis of standard operational practices that don't directly foster customer relationships. Thus, while steaming milk for drinks is a necessary function, the focus here is directed towards creating memorable experiences through meaningful conversation.

10. Which of the following is a common allergen that baristas should be aware of?

- A. Rice
- B. Dairy**
- C. Fish
- D. Eggs

Dairy is a common allergen that baristas should be particularly vigilant about. Many customers may have lactose intolerance or a dairy allergy, which can lead to severe reactions if not properly catered to. Given the prevalence of dairy in typical coffee drinks, such as lattes, cappuccinos, and even in flavorings, it's crucial for baristas to be aware of this allergen. This awareness helps ensure that baristas can accommodate customers' dietary restrictions effectively, providing alternatives such as almond milk, soy milk, or oat milk, which may be preferred or necessary for those who cannot consume dairy. Understanding allergens not only enhances customer service but also promotes safety in the café environment.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://biggbycoffeenewbarista.examzify.com>

We wish you the very best on your exam journey. You've got this!