

BIGGBY COFFEE NEW BARISTA PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

<https://biggbycoffeenewbarista.examzify.com>



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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. 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.

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. 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!

Questions

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- 1. Which method is recommended for labeling drinks at Biggby Coffee?**
 - A. Use stickers
 - B. Write with a pencil
 - C. Use clear, permanent markers
 - D. Label only with customer names
- 2. What is the purpose of hand signals in the café?**
 - A. To confuse customers
 - B. To streamline communications for drink orders
 - C. To indicate breaks for baristas
 - D. To enhance social interactions
- 3. Which of the following describes a core value of Biggby Coffee?**
 - A. Maximizing revenue
 - B. Building relationships
 - C. Minimizing costs
 - D. Expanding product lines
- 4. 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
- 5. What is a key difference between hot and iced drinks preparation?**
 - A. Hot drinks require no brewing
 - B. Iced drinks involve brewing and steaming
 - C. Hot drinks involve brewing while iced drinks require chilling
 - D. Iced drinks are prepared faster than hot drinks
- 6. What safety protocols should baristas follow?**
 - A. Maintain cleanliness, report hazards, and handle equipment properly
 - B. Ignore minor spills and focus on customer service
 - C. Work quickly at all times, regardless of safety
 - D. Keep unused equipment stored away from work areas

- 7. What is the typical serving temperature for milk in hot drinks?**
- A. 130 F
 - B. 150 F
 - C. 160 F
 - D. 145 F
- 8. In suggesting drinks to customers, what strategy is recommended for increasing sales?**
- A. To focus only on popular items
 - B. To upsell through suggestive selling
 - C. To offer discounts on drinks
 - D. To limit the choices available
- 9. In terms of community involvement, what kind of events does Biggby participate in?**
- A. Exclusive coffee tastings for VIP customers
 - B. Local events and fundraising initiatives
 - C. Competitive coffee brewing contests
 - D. Monthly coffee subscription promotions
- 10. Which ingredient order is correct for a 24 oz iced mocha with extra flavor?**
- A. 7.5 pumps chocolate, 2/3 cup ice, 3 shots espresso, whipped cream, milk
 - B. 3 shots espresso, whipped cream, cold milk, ice, chocolate
 - C. 2/3 cup of ice, cold 2% milk, 7.5 pumps chocolate, 3 shots espresso, whipped cream and garnish
 - D. Cold milk, 2/3 cup ice, espresso, chocolate, whipped cream

Answers

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

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Explanations

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1. Which method is recommended for labeling drinks at Biggby Coffee?

- A. Use stickers
- B. Write with a pencil
- C. Use clear, permanent markers**
- D. Label only with customer names

Using clear, permanent markers is the recommended method for labeling drinks at Biggby Coffee because it ensures that the labels are easy to read and long-lasting. Permanent markers provide a clear contrast against the cup, preventing any confusion about drink orders. This practice is essential in a busy coffee shop environment where quick service and accuracy are crucial. Additionally, using permanent markers eliminates issues like smudging or fading, which can occur with other methods. This ensures that the drink's label remains visible throughout the entire serving process, even if the cup is handled multiple times. By adopting this method, Biggby Coffee maintains consistency in their service and enhances customer satisfaction by reducing the likelihood of order mix-ups.

2. What is the purpose of hand signals in the café?

- A. To confuse customers
- B. To streamline communications for drink orders**
- C. To indicate breaks for baristas
- D. To enhance social interactions

The purpose of hand signals in the café is to streamline communications for drink orders. In a busy café environment, particularly during peak hours, verbal communication can become chaotic and difficult to manage due to noise and the need for quick service. Hand signals provide a clear, concise method for baristas to communicate essential information about drink orders, ensuring that everyone in the team is on the same page. This non-verbal form of communication enhances the workflow, reduces the chances of miscommunication, and allows for more efficient service, ultimately benefiting the customers.

3. Which of the following describes a core value of Biggby Coffee?

- A. Maximizing revenue
- B. Building relationships**
- C. Minimizing costs
- D. Expanding product lines

Building relationships is a core value of Biggby Coffee because the company prioritizes creating meaningful connections with its customers and community. This commitment to relationships enhances customer loyalty and fosters a welcoming environment, which is essential for a coffee shop that thrives on community interaction. By focusing on building relationships, Biggby Coffee aims to ensure that each customer feels valued and appreciated, ultimately contributing to a positive experience that encourages repeat visits. This core value aligns with the brand's mission of not just serving coffee but also creating an inviting atmosphere where people can connect. In contrast, other options, while relevant to business strategy, do not encapsulate the heart of what drives Biggby Coffee's culture and customer engagement. Maximizing revenue, minimizing costs, and expanding product lines are more focused on financial aspects and growth metrics rather than the relational emphasis that is at the core of the Biggby Coffee experience.

4. 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.

5. What is a key difference between hot and iced drinks preparation?

- A. Hot drinks require no brewing
- B. Iced drinks involve brewing and steaming
- C. Hot drinks involve brewing while iced drinks require chilling**
- D. Iced drinks are prepared faster than hot drinks

The correct answer emphasizes that hot drinks involve a brewing process while iced drinks typically require chilling after the brewing process. When preparing hot drinks, such as coffee or tea, the brewing process is essential as it allows for the extraction of flavors and aromas from the coffee grounds or tea leaves using hot water. This extraction occurs at a higher temperature, which is ideal for enhancing the taste profile of the beverage. On the other hand, iced drinks do require brewing, but the focus shifts to how they are served. Iced beverages are often brewed hot first and then cooled down by either chilling in a refrigerator or by adding ice. This preparation is critical to achieving a balanced flavor, as brewing hot and then cooling helps retain the coffee or tea's qualities without diluting them prematurely. Additionally, this distinction highlights the importance of temperature management in the preparation process, which affects the taste and overall experience of the drink. Understanding this difference is vital for baristas to ensure consistency and quality in serving beverages, whether hot or iced.

6. What safety protocols should baristas follow?

- A. Maintain cleanliness, report hazards, and handle equipment properly**
- B. Ignore minor spills and focus on customer service
- C. Work quickly at all times, regardless of safety
- D. Keep unused equipment stored away from work areas

Maintaining cleanliness, reporting hazards, and handling equipment properly are critical safety protocols for baristas to ensure a safe working environment. Cleanliness helps prevent accidents such as slips and falls, which are common in coffee shops due to spilled beverages or food. Regularly reporting any potential hazards allows management to address issues before they result in injury or damage. Additionally, handling equipment properly reduces the risk of accidents, particularly with hot beverages and sharp tools, thereby protecting both the barista and customers. These practices help create a safe workplace and promote a culture of safety, which is essential in the fast-paced environment of a coffee shop. This choice encompasses all aspects of safety necessary for baristas, ensuring they can perform their duties effectively while prioritizing the well-being of themselves and their customers.

7. What is the typical serving temperature for milk in hot drinks?

- A. 130 F
- B. 150 F**
- C. 160 F
- D. 145 F

The typical serving temperature for milk in hot drinks is around 150°F. This temperature is optimal as it allows the milk to properly blend with the coffee or espresso without scalding it. At this temperature, the milk achieves a creamy texture that enhances the overall flavor and mouthfeel of the beverage. Serving at this temperature also strikes a balance, ensuring the milk is hot enough to maintain warmth in the drink without being excessively hot, which could be uncomfortable for many customers to sip. It promotes a pleasant drinking experience while preserving the quality and sweetness of the milk.

8. In suggesting drinks to customers, what strategy is recommended for increasing sales?

- A. To focus only on popular items
- B. To upsell through suggestive selling**
- C. To offer discounts on drinks
- D. To limit the choices available

Upselling through suggestive selling is a highly effective strategy for increasing sales because it enhances the customer experience while simultaneously boosting the average transaction value. This technique involves not only recommending additional items that complement the original order but also providing enticing descriptions of those items. For example, if a customer orders a coffee, suggesting a flavored syrup or a pastry enhances their overall experience and encourages them to try something new. This not only satisfies the customer's taste preferences but also leads to higher sales for the business. By utilizing suggestive selling, baristas can engage customers in conversation and tailor recommendations based on their preferences, which can lead to increased satisfaction and repeat business. This approach also allows baristas to build rapport with customers, making them feel valued and understood. In contrast, solely focusing on popular items, offering discounts, or limiting choices can create a less dynamic and engaging experience. Focusing only on popular items may overlook unique offerings that could delight customers. Discounts can reduce perceived value and profit margins, and limiting choices might frustrate customers rather than providing opportunities for enhanced sales. Therefore, suggestive selling is a comprehensive strategy that effectively meets customer needs while driving business success.

9. In terms of community involvement, what kind of events does Biggby participate in?

- A. Exclusive coffee tastings for VIP customers
- B. Local events and fundraising initiatives**
- C. Competitive coffee brewing contests
- D. Monthly coffee subscription promotions

Biggby Coffee actively engages in community involvement by participating in local events and fundraising initiatives. This approach reflects the company's commitment to supporting the neighborhoods they serve, fostering connections with customers, and contributing to the well-being of the community. By engaging in these activities, Biggby not only enhances its visibility in the local area but also demonstrates a strong corporate social responsibility ethic. Involvement in local events allows Biggby to showcase their products while also providing support for local causes, building goodwill among residents and potential customers. Fundraising initiatives can support schools, charities, and community projects, reinforcing the brand's image as a community-oriented business. This participation aligns with the values of many consumers, who appreciate businesses that contribute positively to their communities.

10. Which ingredient order is correct for a 24 oz iced mocha with extra flavor?

- A. 7.5 pumps chocolate, 2/3 cup ice, 3 shots espresso, whipped cream, milk
- B. 3 shots espresso, whipped cream, cold milk, ice, chocolate
- C. 2/3 cup of ice, cold 2% milk, 7.5 pumps chocolate, 3 shots espresso, whipped cream and garnish**
- D. Cold milk, 2/3 cup ice, espresso, chocolate, whipped cream

The correct sequence of ingredients for a 24 oz iced mocha with extra flavor starts with placing the ice first, followed by the cold milk. This layering is critical because it ensures that the drink remains refreshing and well-mixed as the ingredients blend together. In this choice, the ice is measured at 2/3 cup, providing a solid base for the drink, while the cold 2% milk is added next, contributing creaminess and essential flavor. The 7.5 pumps of chocolate syrup are then incorporated, allowing them to mix thoroughly with the milk and ice. Following this, the addition of three shots of espresso introduces the coffee element and enhances the overall flavor profile of the drink. The whipped cream on top is a classic finishing touch, making the iced mocha visually appealing and adding a creamy texture. This order not only ensures a great mix but also accommodates the drink's cold serving, resulting in a balanced and enjoyable iced mocha experience.

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!

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