

Dutch Bros Flow Check Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. For blended chais, lemonades, and smoothies, how many scoops of flavor are used if it is zero sugar?**
 - A. 0**
 - B. 1**
 - C. 2**
 - D. 3**
- 2. Which drink is NOT considered a Dutch Favorite?**
 - A. Annihilator**
 - B. Mocha Mint**
 - C. Kicker**
 - D. Caramelizer**
- 3. Which of the following are considered core values of Dutch Bros?**
 - A. Speed, Service, Quality**
 - B. Integrity, Teamwork, Innovation**
 - C. Passion, Efficiency, Growth**
 - D. Customer Focus, Safety, Excellence**
- 4. How many flavor scoops are typically used for a blended Rebel?**
 - A. 0,1,2**
 - B. 1,2,3**
 - C. 2,3,4**
 - D. 3,4,5**
- 5. True or False: Iced rebels are built in a mixed cup.**
 - A. True**
 - B. False**
- 6. How many shots are used in small and medium double torture drinks?**
 - A. 2 shots**
 - B. 4 shots**
 - C. 6 shots**
 - D. 8 shots**

- 7. When preparing a parfait style drink with a soft top, how many scoops should be used?**
- A. 3 scoops**
 - B. 2 scoops**
 - C. 1 scoop**
 - D. 4 scoops**
- 8. Which of the following is not an ingredient in a nitro cold brew with cream?**
- A. Sugar**
 - B. 2oz of kick me mix**
 - C. 1 can of Nitro**
 - D. 1 cup full of ice**
- 9. True or False: Flavored water follows sparkling soda rules, just with Dutch bottled water.**
- A. True**
 - B. False**
- 10. At what point should flavor or sauce be added to the freeze mix cup?**
- A. Before mixing**
 - B. After mixing**
 - C. During blending**
 - D. It should not be added**

Answers

SAMPLE

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

SAMPLE

Explanations

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1. For blended chais, lemonades, and smoothies, how many scoops of flavor are used if it is zero sugar?

A. 0

B. 1

C. 2

D. 3

In the context of blended chais, lemonades, and smoothies that are prepared with zero sugar, using one scoop of flavor is the standard practice. This approach ensures that the beverage maintains an acceptable flavor profile while adhering to the zero-sugar criterion. It allows for a balanced taste without overwhelming sweetness that could come from sugar-based flavors. Using one scoop strikes a good balance: it provides enough flavor depth to enjoy the drink while still aligning with the health-focused, low-sugar intent of zero-sugar options. In beverages that might traditionally require more sweetness to enhance flavor, the single scoop is sufficient when utilizing a sugar-free flavoring option.

2. Which drink is NOT considered a Dutch Favorite?

A. Annihilator

B. Mocha Mint

C. Kicker

D. Caramelizer

The Mocha Mint is not considered a Dutch Favorite because it does not have the same level of popularity or recognition among Dutch Bros customers compared to the other options listed. Dutch Favorites are signature drinks that have been especially embraced by the customer base and are often featured in promotions or highlighted in the menu. In contrast, the Annihilator, Kicker, and Caramelizer are well-known choices that frequently appear in customer orders and are staples in the range of drinks offered by Dutch Bros. The Annihilator is celebrated for its creamy and chocolatey flavor profile, the Kicker is appreciated for its combination of rich coffee and Irish cream, and the Caramelizer stands out for its smooth caramel taste. These drinks have established a loyal following and are often recommended by staff.

3. Which of the following are considered core values of Dutch Bros?

- A. Speed, Service, Quality**
- B. Integrity, Teamwork, Innovation**
- C. Passion, Efficiency, Growth**
- D. Customer Focus, Safety, Excellence**

The correct choice reflects the foundational principles that guide the operations and culture of Dutch Bros. Speed, Service, and Quality are essential elements that define the customer experience and operational efficiency of the business. Speed emphasizes the importance of delivering quick service to customers, ensuring that they receive their orders promptly without compromising quality. Service highlights the commitment to providing an exceptional customer experience, which is a hallmark of Dutch Bros, as it prioritizes building relationships and delivering a friendly atmosphere. Quality refers to the high standards Dutch Bros maintains for its products, ensuring that customers receive well-prepared beverages made from quality ingredients. These core values are vital for achieving customer satisfaction and loyalty, and they are ingrained in the daily practices of the company. This focus on operational excellence through these core values helps Dutch Bros distinguish itself in the competitive coffee market.

4. How many flavor scoops are typically used for a blended Rebel?

- A. 0,1,2**
- B. 1,2,3**
- C. 2,3,4**
- D. 3,4,5**

In crafting a blended Rebel, the standard practice is to use one, two, or three flavor scoops, depending on the desired flavor intensity and drink size. This approach allows for a balance between delivering a flavorful experience while maintaining the beverage's blend quality. Using one scoop provides a subtle flavor, while two or three scoops enhance the taste for those seeking a bolder experience. Choosing this answer reflects an understanding of the customization options available at Dutch Bros, where flavor balance is crucial for customer satisfaction. The flexibility in scoops allows baristas to tailor drinks to individual preferences, contributing to the overall client experience at the café.

5. True or False: Iced rebels are built in a mixed cup.

- A. True**
- B. False**

The statement that iced rebels are built in a mixed cup is false. Iced rebels, which are a popular drink option at Dutch Bros, are typically prepared directly in the serving cup rather than in a separate mixing cup. This method allows for easier layering and presentation of the drink, ensuring that the ingredients blend well and maintain the desired flavor profile. By preparing them directly in the serving cup, it also helps to streamline the process, making it quicker for staff to serve customers. This approach is important in a fast-paced environment like a coffee shop, where efficiency is key. Therefore, it supports the notion that iced rebels are not mixed in a separate cup prior to serving.

6. How many shots are used in small and medium double torture drinks?

- A. 2 shots**
- B. 4 shots**
- C. 6 shots**
- D. 8 shots**

In a small or medium double torture drink from Dutch Bros, the correct number of shots used is indeed four. A double torture drink is recognized for its extra espresso shots, specifically being made with two shots of espresso as the base and then adding an additional two shots for the "double" aspect. Thus, for both the small and medium sizes, the total incorporates the double amount of shots, which amounts to four in total (2 shots for the base and an additional 2 for the double). This ensures that the drink retains the signature bold flavor that defines the double torture option, making it a popular choice among espresso enthusiasts. The other options do not align with the specific preparation standards for this drink, which clarifies why they do not represent the correct answer in this context.

7. When preparing a parfait style drink with a soft top, how many scoops should be used?

- A. 3 scoops**
- B. 2 scoops**
- C. 1 scoop**
- D. 4 scoops**

For a parfait style drink with a soft top, using two scoops is the standard practice. This quantity strikes a balance that ensures the drink maintains its desired texture and flavor profile. One scoop may not provide enough flavor and richness, whereas three or four scoops could overpower the drink, making it too sweet or dense, which can detract from the overall experience. Thus, two scoops are optimal, allowing the soft top to complement the base of the drink while still allowing the flavors to shine through. This careful measurement is essential for achieving the intended balance in taste and presentation.

8. Which of the following is not an ingredient in a nitro cold brew with cream?

A. Sugar

B. 2oz of kick me mix

C. 1 can of Nitro

D. 1 cup full of ice

The correct answer identifies that sugar is not an ingredient typically included in a nitro cold brew with cream. Nitro cold brew is made by infusing cold brew coffee with nitrogen gas, which gives it a rich, creamy texture and enhances its flavor profile without the need for added sugar. The addition of cream to the coffee adds a smoothness and richness that balances the natural coffee flavors. The other ingredients listed are commonly part of a nitro cold brew with cream. The kick me mix, which consists of half and half, adds creaminess and flavor, enhancing the overall taste experience. The can of nitro refers to the nitro cold brew itself, which is the base of the drink. Lastly, ice is often used to chill the drink, ensuring that it remains refreshing and enjoyable. Thus, sugar is the ingredient that stands out as not being integral to the traditional preparation of this beverage.

9. True or False: Flavored water follows sparkling soda rules, just with Dutch bottled water.

A. True

B. False

The statement is accurate because flavored water does indeed follow the same rules as sparkling sodas when it comes to preparation and serving practices. This alignment indicates that both flavored water and sparkling soda have similar guidelines concerning flavoring, presentation, and serving temperature. By using Dutch bottled water as the base for flavored water, it maintains consistency with the methods used for sparkling sodas while adhering to the quality standards expected at Dutch Bros. This approach ensures that customers receive a familiar experience across different beverage types, making it easier for staff to provide service and meet customer preferences.

10. At what point should flavor or sauce be added to the freeze mix cup?

A. Before mixing

B. After mixing

C. During blending

D. It should not be added

Adding flavor or sauce after mixing the freeze mix cup is essential for ensuring that the flavor is evenly distributed throughout the drink. This method allows you to control the intensity of the flavor since you can adjust the amount based on the desired taste. Once the mix is blended and the texture is achieved, incorporating the flavor at this stage enables it to be lightly folded in without impacting the consistency of the freeze. The sequential process of blending first helps maintain the texture and thickness of the freeze while allowing the flavor to be integrated just before serving. This approach also enhances the overall drink experience, ensuring that customers receive a well-balanced beverage. It's important to note that adding flavor before mixing or during blending could lead to uneven flavor distribution or compromise the texture of the drink, which may not meet quality standards. Therefore, adding flavor after mixing is the preferred method in drink preparation at establishments focused on delivering high-quality beverages like Dutch Bros.