

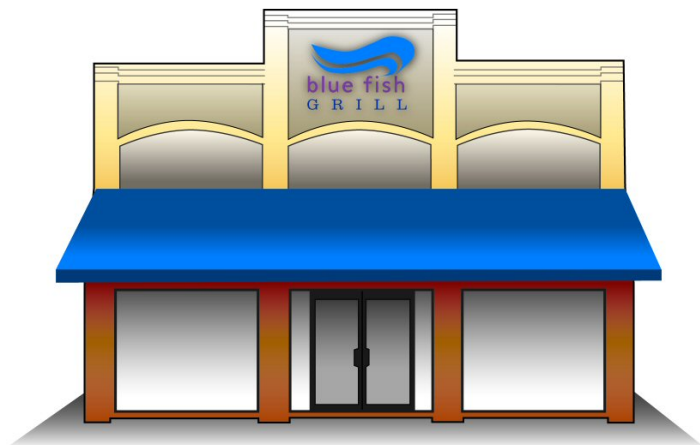


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# Bartender

## Training Manual

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## Introduction

Congratulations on your employment as a bartender at **[Restaurant Name]**! We will provide you with the training you need to be successful. As a bartender you'll be an important part of each guest's experience in our restaurant. We take great pride in our quality beverages and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding the operating procedures for **[Restaurant Name]**.

Once again, welcome to the **[Restaurant Name]** Team!

## Alcohol Awareness



Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest.

### **To serve or not to serve?**

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**By understanding and fulfilling your responsibilities...**

#### **Your Role:**

- ▶ Observe
- ▶ Monitor
- ▶ Report

**Assisted by the guidance and support of management...**

#### **Your Manager's Role:**

- ▶ Confirm
- ▶ Confront
- ▶ Resolve

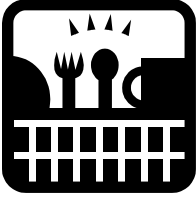
**With adherence to the company's policies...**

1. We will not knowingly admit obviously intoxicated for underage customers to the bar.
2. We will not knowingly serve alcohol to an obviously intoxicated or underage customer.
3. We will offer alternatives to alcohol.
4. We will create an atmosphere to promote responsible drinking.
5. We will make a reasonable attempt to prevent obviously intoxicated customers from driving.

**... We can accurately and confidently answer that very important question.**

- ▶ Responsible service of alcohol requires a team effort.
- ▶ Know and watch for the signs of intoxication. If there is any question, avoid further service and report to a manager who will make the final decision and determine whether the guest should remain or leave.
- ▶ If you know what it takes to get someone drunk, you can prevent it by monitoring their consumption and offering alternatives.
- ▶ Do not allow drunks to come in, and do not allow intoxicated guests to drive.
- ▶ Hospitality is our business. Beverage service is only one element.
- ▶ Cooperation between employees and management allows us to exercise a degree of influence on the behavior of our customers that will result in an atmosphere of responsible drinking.
- ▶ This is just a portion of our company Alcohol Awareness program. A complete handbook with certification test is provided at orientation.

## Sanitation



The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food. Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is our objective to operate the restaurant at the highest level of cleanliness and sanitation for the benefit of our customers and employees.

## Safety



In addition to a clean and sanitary environment, **[Restaurant Name]** provides a safe environment. One of our goals here at **[Restaurant Name]** is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive training on the use of those products, and will be tested following the guidelines of OSHA Hazard Communication Standard, Title 29 Code of Federal regulations 1910.1200.

Safety meetings will also be used to review information presented from the initial training, and a safety representative will be selected for the Employee Associate Board of Directors. Management's role is to provide the daily monitoring of safe work practice developed from these meetings.

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately.

Here is a list of guidelines to follow for safety and sanitation:

### **Major cause of food borne illness -**

- ▶ Food left in the danger zone of 40° to 140° for four or more hours. Keep all foods out of the danger zone of 40° to 140°.

- ▶ Keep hot foods hot, and cold foods cold.
- ▶ Handle foods quickly during delivery, and put refrigerated and frozen foods away as soon as possible.
- ▶ Sloppy personal hygiene habits will not be tolerated.
- ▶ Do not prepare food a day or more before serving.
- ▶ Do not serve food that is not completely cooked.
- ▶ Thaw foods in refrigerator, microwave, or under cold running water for not more than 2 hours, followed immediately by cooking.
- ▶ Avoid preparing food in advance, unless absolutely necessary.
- ▶ Inspect Foods thoroughly for freshness and wholesomeness upon receipt, cooking, and serving.
- ▶ Only use sanitized equipment and table surfaces.

**Always wash your hands after you -**

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- ▶ Smoke, eat, use the restroom; touch money, raw foods, or your face, hair or skin; cough, sneeze, or blow your nose
- ▶ Comb your hair, handle anything dirty
- ▶ Before and after taking a break

**Dispose of waste properly -**

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- ▶ Take garbage out frequently.
- ▶ Keep garbage areas clean and sealed.
- ▶ Clean and sanitize garbage cans regularly.
- ▶ Store soiled linen in a laundry bag or non-absorbing container.



**Keep insects and animals out by -**

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- ▶ Keeping doors closed.
- ▶ Taking garbage out frequently and keeping garbage areas clean.
- ▶ Report any holes where an animal can enter.
- ▶ Do not provide a free meal for any animals.

**Handle ice and tableware properly -**

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- ▶ Use clean scoops or tongs to pick up ice; do not use hands or glass.
- ▶ Store scoops or tongs in a clean container, not in the ice.
- ▶ Do not store any food or beverage in the ice.
- ▶ Avoid touching food contact surface with dishes, utensils, etc.

**Avoid cross contamination from one food item to another -**

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- ▶ Keep separate cutting boards for raw and cooked foods.
- ▶ Never mix leftovers with fresh food.
- ▶ Store fresh raw meats, poultry, and fish on lowest racks.
- ▶ Sanitize thermometers after each use.
- ▶ When thawing raw foods in the refrigerator, place them on the lowest shelf.

**Store foods and equipment properly -**

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- ▶ Cover, label, and date foods in storage.
- ▶ Do not store food in open cans.
- ▶ Store new foods behind old ones.
- ▶ Store food off the floor and away from the wall.

- ▶ Check temperatures of refrigerators and freezers daily.
- ▶ Defrost freezers as necessary. Frost build up causes freezers to warm up.
- ▶ Dry goods and storage areas should be cool and dry for good storage.
- ▶ Do not store food or equipment under exposed server lines.
- ▶ Keep storage areas clean.
- ▶ Store all equipment so that dust cannot settle on it.
- ▶ Store chemicals and pesticides separately from food.

**When cleaning stationary equipment -**

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- ▶ Unplug equipment, and make sure hands are dry.
- ▶ Disassemble.
- ▶ Wash removable parts in dish machine, or three-compartment sink.
- ▶ Wash and rinse stationary parts.
- ▶ Sanitize food contact surfaces with sanitizer.
- ▶ Air dry before reassembling, without touching food contact surfaces.

**Preventing falls -**

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- ▶ Wipe up spills immediately.
- ▶ Use "wet floor" signs.
- ▶ Wear shoes with non-skid soles and heels.
- ▶ Keep isles and stairs clear.
- ▶ Walk, and do not run.
- ▶ Follow established traffic patterns.

- ▶ Do not carry anything that blocks your vision.
- ▶ Keep drawers closed.
- ▶ Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
- ▶ Use handrails on stairs.
- ▶ Turn lights on to see.
- ▶ Never run in the kitchen. The floor may be wet.
- ▶ Never leave anything on the floor including ice from the ice machine.

### **Preventing electric shock -**

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- ▶ Never touch electrical equipment with wet hands, or while standing in water.
- ▶ Unplug equipment before cleaning or disassembling, to avoid shock.
- ▶ Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
- ▶ Report damaged and worn plugs and cords to your supervisor.

### **Lift Properly -**

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- ▶ **Plan it.** Do you need help? Could you use a cart? Where is it going? Which route is best?
- ▶ **Get ready.** Spread feet apart, shoulder width. Put one foot slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.

- ▶ **Lift it!** Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
- ▶ **Move it!** Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
- ▶ **Set it down!** Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

### **Moving a cart properly:**

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- ▶ Push rather than pull.
- ▶ Spread feet wide, one in front of the other with your front knee bent.
- ▶ Keep back straight.
- ▶ Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
- ▶ Push slowly and smoothly. Avoid sudden motions or twisting your back.

### **Preventing Cuts -**

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- ▶ Know how to operate equipment.
- ▶ Pay attention when using sharp equipment. Never touch edges of sharp blades.
- ▶ Use guards when provided on equipment.
- ▶ Use tampers to push food into equipment.
- ▶ Turn equipment off before adjusting.
- ▶ No loose sleeves, ties, or dangling jewelry should be by equipment
- ▶ Use knives carefully.

- ▶ Carry dishes and glassware carefully.
- ▶ Sweep up broken glass; do not use your hands.
- ▶ Use special container to dispose of broken glass, dishes, and other sharp objects.
- ▶ Remove can lids entirely from cans, then dispose of them.

### **Preventing burns -**

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- ▶ Pay attention when working around hot equipment.
- ▶ Use dry potholders or towels when handling hot equipment. Wet or moist towels will serve as conductors of heat.
- ▶ Keep pot handles turned in from the edge of the range and open flames.
- ▶ Avoid overfilling containers with hot foods.
- ▶ Get help lifting heavy pots of hot foods.
- ▶ Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.
- ▶ Stir foods with long-handled spoons.
- ▶ Warn others of hot surfaces.
- ▶ Let equipment cool before cleaning, and do not use wet rags.
- ▶ Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
- ▶ Strike match before turning on gas equipment, to avoid a flare-up.
- ▶ Wear closed-toe and closed-heel shoes that do not absorb liquids.
- ▶ Warn guest of hot dishes.

**Preventing fires -**

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- ▶ Smoke only where allowed.
- ▶ Do not turn your back on hot fat, as it may burst into flames.
- ▶ Keep equipment and hoops from grease build up because grease causes many food service fires.
- ▶ Do not set the fryer at too high a temperature.
- ▶ Store matches in a covered container, away from heat.
- ▶ Keep garbage in covered container, away from heat.
- ▶ Store chemicals away from heat because many chemicals are flammable.

**Safe chemical handling -**

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- ▶ Do know where the material safety data sheets are posted, and read them.
- ▶ Do read the labels of all products, before you use them.
- ▶ Do follow the directions for proper storage, handling, and use for all chemicals you use.
- ▶ Do ask your supervisor any questions or concerns you may have about using a certain products.
- ▶ Do know how to call for medical help, in case of an emergency.
- ▶ Do not ever mix chemicals together.
- ▶ Do not store chemicals in unmarked containers.
- ▶ Do not store chemicals in or close to food storage, preparation, or serving areas.
- ▶ Do not leave aerosol spray containers near heat or spray close to an open flame.

- ▶ Do not dispose of any empty chemical container until you have checked on the label for how to do so.

**Reading the MSDS (Material Safety Data Sheets) -**

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- ▶ Read product name.
- ▶ Fire hazard - explains if the product can catch fire or explode.
- ▶ Health hazards - explains effects of over exposure and first aid procedures.
- ▶ Spill precautions explains steps to take in case of spills.
- ▶ Special protection - describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.

## The Guest



### Never underestimate the importance of a guest!!!

- ▶ A guest is not dependent upon us -- we are dependent upon him (or her).
- ▶ A guest is NEVER an interruption of our work - he is the purpose of it.
- ▶ A guest does us a favor when he comes here -- we are not going him a favor by serving him.
- ▶ A guest is part of our business -- not an outsider.
- ▶ A guest is not a cold statistic -- he is a flesh and blood human being with feelings and emotions, like our own.
- ▶ A guest is a person who brings us his wants -- it is our job to fill those wants.
- ▶ A guest is deserving of the most courteous and attentive treatment we can give him.
- ▶ A guest is the lifeblood of **[Restaurant Name]**.

### You Must Be Able To Serve Many Different Types Of Guests

To make appropriate selling suggestions, and give good service, it is helpful to recognize and know how to handle all types of guests. For example

#### The Timid Guest:

Genuine interest and patient understanding will put this type of guest at ease. Even a comment on the weather can make him feel at home.

#### The Aggressive Guest:

This type must be handled in a courteous and businesslike manner. Kindness and politeness can often change him into a steady and appreciative customer.



**The Fussy Guest:**

This is one of the hardest guests to please. Try to stay one step ahead of him by learning the things that irritate him. Be sure to have everything just right, before serving the fussy guest. Remember all of the little things the fussy guest especially likes, even when they may seem peculiar to the average person.

**The Over-Familiar Guest:**

Be courteous, dignified, and avoid long conversations. Stay away from the table, except when actual service is needed. Never try to give a wisecrack answer to a smart remark. You will only cheapen yourself and lower yourself to the same level as the rudeness of the guest.

**The Guest who is Alone:**

Don't call attention by asking if he is alone. Seat him where he can see what is going on. The guest may be lonely and want someone to talk to. Be friendly, but don't neglect other guests. With nobody to talk to, time seems long, so serve as quickly as possible. This could be your most critical guest.

**The Noisy Trouble-maker:**

Don't be drawn into arguments. Speak softly. Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel.

**The Blind Guest:**

Seat blind people with a dog so that the dog will not be noticed. Never hover over blind customers. Always stand near enough to help if needed. Issue menus in Braille to the blind guest. Always make a blind customer feel appreciated and important.

**Guest with hand or arm injuries/disability:**

Seat as quickly as possible. Be helpful, ask if you may assist them, but do not be too eager. Be considerate; do not call attention by hovering. Seat wheelchair guests at a table on ground level do not block an aisle. Always make a disabled guest feel important and accommodated.

## Personal Appearance



Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

- ▶ You are responsible for keeping your uniform neat and clean at all times. There is no excuse for reporting to work out of uniform.
- ▶ Do not wear scented lotion on your hands, as it clings to glassware.
- ▶ A smile is part of your uniform.
- ▶ At no time will employees chew gum or eat while in the public areas of our store.
- ▶ Do not report to work with an un-pressed or dirty uniform, or un-kept hair.

## Uniform

When you walk through the front door of the Restaurant, "YOU ARE ON." You will be informed of the uniform requirements when you start with us. Your designated uniform also includes a **CONTAGIOUS, ENTHUSIASTIC ATTITUDE**. You are required to enter the building for your shift in **FULL UNIFORM**. You are also required, when you leave the building, to be in **FULL UNIFORM**.

Your uniform also includes the following, without exception:

- ▶ At least two pens
- ▶ Lighter
- ▶ Wine Key
- ▶ Bottle Opener
- ▶ Bank
- ▶ Smile

## Suggestive Selling



Selling is a part of everyone's life. You had to sell the **[Restaurant Name]** Management Team on your ability as a bartender. Our customer is "sold" on **[Restaurant Name]** before they come in. If they enjoy themselves, chances are they will return and "sell" us to someone else.

People don't like to be "SOLD." Effective suggestive selling is subtle. You are doing the guest a favor, looking after his best interests by offering your knowledge and expertise and making honest recommendations.

Many of our guests are not familiar with our daily specials. As their intermediary, you are in the position to smooth the way for a confused guest. Above all, be sincere and honest. Always do what you truly believe is in the "guest's" best interest. Recommend items you know are superior and you are certain they will enjoy.

NEVER OVER SELL! Always allow the guest to finish ordering before you start suggesting. Be aware of what the guest is ordering and make sure he understands what he is getting.

***People like to buy, but hate to be SOLD!***

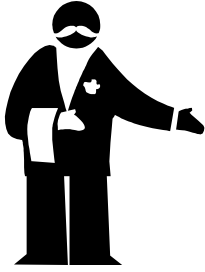
### Read your guests and suggest appropriate cocktails:

- ▶ On a chilly evening, "Would you like to try a Keoke Coffee?"
- ▶ To businessmen, "Would you care for a Martini or Bloody Bull?"
- ▶ With party people, "How about a Long Island Iced Tea or a Margarita?"
- ▶ An older couple, "Would you like a Manhattan or some Baileys Irish Cream?"
- ▶ You can also suggest beverages made with your guest's favorite liquor or upsell our premium house wine to guests preferring house wine by the glass.

If guests seem to be in a hurry, suggest that they eat at the bar, instead of waiting for a table. Busy lunch shifts are a great time to greet guests and invite them to have lunch at your bar.

Do not confuse suggestive selling with overloading your guests with beverages or food. Your goal is a satisfied guest who enjoyed their experience and wants to return.

## The Greeting



Your greeting is the first impression given to the customer, so strive to make it special. Always greet the guest with a smile, a welcome, and your name. Demonstrate some aspect of your personality. Change it around: using the same greeting every time sounds mechanical.

Approach your guest(s) as soon as possible. If you can't get to a new guest within 30 seconds, be sure that you at least acknowledge them by eye contact and verbal contact. The first thought going through a guest's mind is, "Am I going to be waited on?" You can notice the person visibly relax when you say, "I'll be right with you."

## Taking the Order



When approaching a guest for a drink order, always place a napkin in front of each guest. This alerts management and fellow bartenders that the guest has been take care of. When taking orders, make a mental note of the guest's face. Maintain eye contact when addressing guests in order to prevent mistakes and to communicate effectively.

Never ask for a drink order in a manner, which can be answered "yes", or "no." You are much more than an order taker: you are a salesperson. We expect you to sell our products and satisfy the customer's needs. Customer satisfaction provides the opportunity to build repeat business and establish regular clientele that, allows you to be successful.

A prerequisite of selling is the knowledge of our products and prices. If a guest does not specify a brand of liquor, it is our policy to offer a beverage by brand name. This technique is referred to as "up-selling." Up-selling requires thorough knowledge of the products available in order to be effective: i.e., the customer says, "I'll have a vodka tonic." The bartender responds, "Would you like Absolut or Kettle One?"

A good approach to have when taking orders from a couple is to ask for the lady's order first. Repeat the order to the customer. Ask whether the cocktails will be paid for in cash or if the guest would like to run a tab on a credit card. Obtain the credit card before leaving the guest to save time. If one person does the ordering for several people, that person is

usually the customer who will be paying; direct your questions to this person. Never assume one person is paying for the entire round, or that the same person is buying the next round. When in doubt, ASK!

Assure the guests that you will be right back with their cocktails. Check the ashtrays and cocktail napkins for changing, if necessary.

- ▶ Always thank the guest after every transaction and assure them of your continued service: "I'll be back in a few minutes to see if you need a refill." Always check the ashtray and table cleanliness. Ashtrays must be capped, emptied, and wiped before being returned in front of a customer." One cigarette butt is enough, two is too many." Be highly attentive to this motto.

## Register Operations



You will receive training on our computerized register system. It is equipped with imprinters that will send food items to the kitchen and bar items to the bar. The register system imprints time of order, bar seat number, and date. It is extremely important that you fully understand the register operations, to eliminate food or beverages going out at wrong times and to the wrong tables; and, wrong food being made and sent out.

This system will also allow you to close out methods of payment for cash or credit cards. This system is designed for the server's ease and comfort, and enables them to remain on the floor and in their stations.

**It is important for the server to be fluent in register operations for many reasons:**

- ▶ Organization and speed in the kitchen
- ▶ Waste control
- ▶ Expedience
- ▶ The best customer service and experience



## Bar Station Setup

### The Well



The well station is set up at each location behind the bar. This station is designed to maximize the bartenders' speed and efficiency in preparing commonly ordered drinks.

Each highball station should be set up in the same manner so that bartenders are not searching for product as they move around the bar.

#### Guidelines for this station include:

- ▶ Cubed ice in the bin with the ice scoop placed handle up in the ice.
- ▶ Mixer and soda gun on the right hand side of the station.
- ▶ Mixing mat placed in the rail, 2 mixing tins, and the bar strainer to the right.
- ▶ Bar spoon in a designated area.
- ▶ All necessary garnishes in their proper containers (limes, etc.)
- ▶ Straws, napkins in the napkin holder - organized and in easy reach.
- ▶ Well liquors, arranged in a specified order, located in a speed rail attached to the ice bin.
- ▶ Lime mix and Grenadine in the speed rail.
- ▶ Most frequently used call liquors located at every station in the speed rails.
- ▶ Glassware stored in its designated area at each station.
- ▶ Stemware located so that it is accessible from every station.
- ▶ Trash receptacle nearby.
- ▶ 6-Packs in a central, convenient location for all bartenders.
- ▶ Condiments in a central convenient location for all bartenders.
- ▶ Clean menus located by each bar well.

## Back Station Setup

### Hot Drink Station



- ▶ 2 burner hot plates (set on medium) with two coffee pots (one for coffee, one for hot water).
- ▶ Sugar and Sweet n' Low in plastic containers.
- ▶ Footed glass cups in easy reach
- ▶ Tea bags
- ▶ Garnishes:
  - \* Lemon twists
  - \* Sugar for rimming
- ▶ Whipped cream and special whipped cream in easy reach.
- ▶ Liquors and liqueurs for hot drinks in the nearest speed rail (bottles are grouped by drink recipe where possible).

## Ordering Procedures

### Category



There are four (4) basic pricing categories. All drinks served at **[Restaurant Name]** fall into one of these categories:

- ▶ Call
- ▶ Premium
- ▶ Super Premium
- ▶ Top Shelf

Some specialty drinks will have their own prices listed on the price look-up sheet.

### Abbreviations

It is a must that service personnel, and bartenders, use the correct abbreviations. This is a back up system in case our register breaks down. We are using a new type of register with a printer to reduce vocal confusion of calling each drink. Please get into the habit of writing all drinks on your order pad. This will give you a written record of each drink sold.

### Serving Order

When making drinks for servers, you need to set them up in the following order. The servers will ring them in this order, and will be expecting to pick them up in this manner. A calling order system is necessary for efficiency and expediting the service well.

1. Frozen drinks
2. Up Drinks
3. Bottled beer
4. Tall and rocks drinks:
  - ▶ Brand

- ▶ Vodka
  - ▶ Gin
  - ▶ Whiskey
  - ▶ Rum
  - ▶ Scotch
  - ▶ Bourbon
  - ▶ Tequila
  - ▶ Liqueurs
5. Juice - Water
  6. Wine by the glass
  7. Coffee and hot drinks
  8. Draft beer

## **Service System**

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**Use the following system in case of register failure:**

At **[Restaurant Name]**, we use a silent ordering system. All drinks are to be written properly by the servers on a guest check before obtaining cocktails from the bar. Be sure of proper price category and drink abbreviations before going to the bar. Put ticket in on bar easel. Bartender will then make the drinks and, using a grease pencil, underline the ticket. Servers will garnish properly and serve. Also, this system eliminates having to call out the drinks. This is most important for control and efficiency at the bar.

## Preparing Drink Orders



Prepare all drink orders to recipe. Check glassware to make sure it is clean and not chipped, ice all drinks properly and ensure all beer/wine is served cold. Your goal is to prepare and deliver an order in less than 1-minute.

## Delivering and Serving Drinks

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In presenting drinks at the table, serve ladies first. Handle the glassware in such a manner that your hands will not come in contact with the rim. If you are in doubt about who gets which drink, ASK! It is better to appear forgetful than to appear dumb. If the customer is sitting at the bar, always ask if they would like to run a tab, whether it's with cash or credit card.

If the guest pays in cash, leave yourself open for a tip. For example, if the tab is \$24.50 and the guest gives you \$40.00, make sure you give change of 5 ones, 2 fives, and 2 quarters. If the tab is \$4.75 and the guest gives you \$10.00, make sure you give change of 5 ones and 1 quarter.

## Continued Service

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Be attentive. Face your station. Never turn your back on your guests!! After a guest has been served, do not abandon them. Approach the guests often to empty and clean ashtrays and remove debris. Change soggy napkins for fresh ones. All these services are subtle methods of "silent selling."

If you see an empty pack of cigarettes, offer to get the customer a new pack. Open the pack, tap a cigarette out and offer to light the cigarette for the customer. Always carry a lighter while you are working.

## Be able to do two things at one time

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### Examples:

- ▶ Take drink orders while cleaning bar.
- ▶ Take orders while waiting for another guest to pay for a drink.

When not servicing the bar, step back and refrain from involving yourself in the guests' conversations. Be attentive and efficient, but never appear to be listening to the conversation. Never take part in a guest's conversation unless directly addressed by the guest. Continually check for reorders with eye contact and attentiveness.

Always be alert to solve guests' problems and answer questions: be a part of the solution. If guests leave the bar to circulate, cover their drinks to notify others that the guest will be returning. Establish regulars by remembering what they drink. This contributes to personalized service. There is no reason a guest should have to ask for another cocktail. When the drink is 1/2 empty, offer to bring another by name: i.e., "Can I bring you another Jack and Coke?" Never take a guest's glass until a guest signals that it can be removed, or until replaced with a fresh drink. Always replace soggy napkins and replace when serving a fresh cocktail.

If a new guest joins a party, take his/her order, but never assume that the new drink(s) go on any existing tab. Repeat service procedures for every additional guest. Be aware of your station. As guests are leaving, thank them for coming and invite them back again. Give your guests a Unit business card with your name written on it, so they will ask for your excellent service the next time they visit us.

## Service Time



Service time is the time it takes for the guest to be greeted, have their order taken, and for the guests' drinks to be delivered. It is the length of time the guest perceives receiving service. The total length of time should be four minutes or less. One minute or less to be greeted, and then three minutes from the time the order is taken until the drinks are delivered.

Periodically throughout the night, management randomly clocks service times and tracks them on a chart. This is not a personal test of your ability to efficiently serve cocktails, it is a tool used to raise our level of awareness as to how our guests perceive our service. Our goal is to service all guests efficiently and consistently within four minutes.

## Liquor Laws



Remember at all times that we have a responsibility in taking care of our guests, to whom we are serving alcoholic beverages.

### It is against the law to:

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- ▶ Serve alcoholic beverages to an intoxicated person.
- ▶ Serve alcoholic beverages to an underage person. If you are in doubt, it is your responsibility, as a server of alcoholic beverages, to ask the individual for proper identification.
- ▶ Permit any intoxicated person to remain on the premises. Do not try to handle this type of situation yourself: **GET A MANAGER.**
- ▶ Allow anyone to bring alcohol in any form into the Restaurant with him or her.
- ▶ Have an employee under the legal drinking age handle, dispense, or serve liquor.
- ▶ Pour from one bottle to another.
- ▶ Serve liquor from any bottle not purchased by the Restaurant.
- ▶ Allow anyone under the legal drinking age to sit at the bar. They are allowed to sit in the bar area, but not at the bar.



## Service Well



Servers will order beverages for guests at tables through the bartender at the service well.

### Server Responsibilities

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Servers work as a team with the service bartender to ensure that drinks are prepared for our guests in the most efficient manner.

#### Servers are responsible for:

- ▶ Garnishing drinks

### Bartender Responsibilities

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#### The service bartender is responsible for:

- ▶ Preparing drinks.
- ▶ Teaching servers when mistakes are made in price, glass, or garnish.
- ▶ Always use two hands to do several things at one time.
- ▶ Service well is your main priority (keep servers happy).

The bartender working the service well is the bartender who pours drinks for the servers; but also is responsible for the guest area of the bar. Servicing the servers' needs is the service bartender's top priority. When busy, recognize the customer first, but serve the servers first.

Guests will often try to order drinks in the service well area. You should politely ask them to step out of the station. Explain that you will be happy to get their drinks if they step to another area, but where they are standing is a work area for the servers.

## Drink Basics

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Cocktails contain two types of ingredients and may contain a third.

**They are:**

- ▶ Base
- ▶ Modifying, smoothing, or aromatizing agent
- ▶ Special flavoring and coloring ingredients

### Base

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This is the fundamental ingredient. It makes up at least 50% of the cocktail. Normally, the base consists of a single liquor, which determines the type of cocktail. There are gin cocktails (Martini), whiskey cocktails (Manhattan), rum cocktails (Daiquiri), etc.

It is possible to combine two (or more) liquors as a base. For example, rye and bourbon whiskeys, while different in flavor, have the same characteristics and can be used interchangeably or in combination as a base. Gin and white rum also blend well.

### Modifying Agent

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This ingredient smooths down the biting sharpness of the raw liquor and adds character to its natural flavor. The modifier flavor should never predominate over the liquor flavor.

**There are three classes of modifying agents:**

- ▶ **Aromatics** - vermouth, bitters, Dubonnet
- ▶ **Fruit Juices** - orange, lemon, lime, etc., with or without sugar
- ▶ **Miscellaneous** - "smoothing" agents such as sugar, cream, eggs, etc. Cream and eggs produce a creamy, foamy drink that is pleasing to the eye, as well as pleasant tasting.

## Special Flavoring & Coloring Agents

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These include fruit syrups as well as cordials or liqueurs. An ingredient that is used as a modifier in one cocktail may be used as flavoring or coloring in another.

## Recipe Adherence

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Your guests expect to receive a consistent, great tasting drink every time they visit. In order to maintain a high level of consistency and guest satisfaction **[Restaurant Name]** has carefully developed written recipes for all drinks.

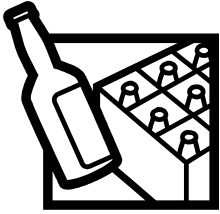
Every recipe has been thoroughly tested to ensure that the quality meets our guests' expectations. Take pride in adhering to the recipe 100% of the time.

**Strict recipe adherence will involve focusing on the following areas:**

- ▶ Glassware
- ▶ Ice
- ▶ Liquor Pouring
- ▶ Drink Making & Techniques
- ▶ Eye Appeal
- ▶ Mixes

(This may be waived, after you pass a free pour test)

## Standardization of Beverage Orders



**Well** liquors are used when the guest does not specify a particular brand to use: i.e., bourbon and Coke.

**Call** liquors are used when a guest specifies a particular brand of liquor for the drink: i.e., Jack Daniel's and Coke.

**Premium** liquors are liquors with a specific brand name, but are either aged or imported, and therefore, are more expensive: i.e., Crown Royal and Coke. This would include the Super Premium liquors.

To be poured into the drink, then the drink is ordered by calling its name. Examples of this would be Long Island Iced Tea, Black Russian, or Manhattan.

Also, when ordering a drink that is to be prepared on the rocks, order it as such. If a customer orders a Stoli on the rocks, order "Stoli rocks." The bartender will then pour 2 oz. of that liquor. This does not include drinks that contain a "splash" of a mix. These get ordered normally, and get an ounce and a quarter shot.

**Super Premium** liquors are liquors and liqueurs with specific brand names, but are either aged or imported, and therefore, more expensive: i.e., a multi-liquor drink such as Long Island Iced Tea which uses Absolute, Tanqueray, Grand Marnier, and Bacardi.

**Top Shelf** liquors are specialty liquors and liqueurs with a specific brand name, but are either aged or imported, and have limited availability, therefore, are more expensive. The items will be individually priced per circumstance: i.e., Porfidio Tequila and Basil Haden Bourbon are in the Top Shelf category, yet may not be the same price.

## Preparing Drinks

Consistency of product is a vital part of our professionalism. A drink prepared by one bartender must be prepared exactly the same way by all other bartenders. Therefore, it is essential that you study and learn the drink recipe manual and any specialty or regional drink recipes.

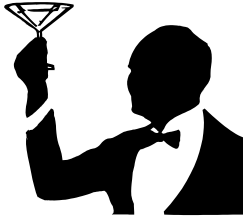
Before preparing a drink order, be certain that you have heard the guest's order correctly, and repeat the order to the customer. Returned drinks are costly to the Restaurant's profits and produce unhappy guests.

If you do not know a recipe, look it up in the recipe book. If the drink is not listed, ask the guest if he or she knows the ingredients. Often, the same drink is called by a different name in different locales.

Always line up your tools and ingredients before beginning. A drink that stays in the shaker while you get a glass will be less than the best. Pour drinks accurately, using your jigger. Whenever possible, mix drinks within the guest's sight with the label pointing toward the guest.

Return all liquor or other ingredients to their proper place after using them. This speeds up service by ensuring the item can be found quickly and easily for the next drink. After using any mixing time, always rinse and wash before returning it to its proper storage place. The tin will be ready for the next drink.

## Glassware



There are three basic rules concerning glassware:

- ▶ Use the proper glassware for each drink.
- ▶ Ensure that glassware is sparkling clean.
- ▶ Ensure that glassware is not cracked or chipped. (Always use an ice scoop; this will prevent glassware from chipping and cracking. This is also a safety measure).

### Proper Glassware

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Glassware is specified on each drink recipe. Always use the correct glass. This ensures the correct ratio of liquor to mixer. All of our recipes were developed specifically for our glassware.

Unless specified in the recipe as pre-heated or pre-chilled, glassware must be at room temperature. Glassware just out of the dish machine is too hot to use. Adding ice to a hot glass will cause breakage.

#### Chilled Glassware

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A glass is chilled when used to serve a cold beverage with no ice.

- ▶ **To Chill a Glass:** Fill the glass with cubed ice, and then with seltzer. Allow to sit while preparing the drink, then discard ice and water. Shake out excess water and pour the cocktail. Do not return ice and water to the ice bin.

#### Pre-Heated Glassware

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A glass is pre-heated when used to serve a hot drink or aromatic liqueur.

- ▶ **To Pre-Heat a Glass:** Fill the glass with hot water and allow to sit until hot to the touch, then pour hot water back into the pot.

## **Clean Glassware**

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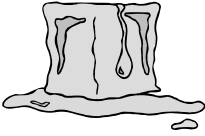
A drink loses its appeal if it is served in a spotted or streaked glass.

At the front bar the glass washing machine is used to ensure clean glassware:

- ▶ Please check cleaning chemicals frequently to ensure proper operation.

This method satisfies health requirements, and ensures sparkling glassware.

## Ice



90% of the drinks you make use ice in some form. Ice is a food product and is consumed by your guests. It is treated with the same sanitary procedures as any food item in our Restaurant.

**Always ice glasses with an ice scoop.** Never use your hands or scoop a glass through the bin.

**Glasses should never be placed in ice.** You might break the glass in the ice.

**Ice must be hard and clear.** Your management staff has a regular maintenance program for the ice machines to ensure that they work properly and provide the correct product.

**Ice must be cold.** Ice may vary in temperature from -10 F to +32 F. "Warm" ice melts quickly and makes weak, diluted drinks.

**Ice must be dry.** Ice should stay dry. The ice bins should have adequate drainage to allow melting water to drain off easily and quickly. Check ice bin drains at the ice machine, service bar, and front bar at least one a week.

**Ice must be clean.** Keep all impurities out of the ice. Some bars store fruit, bottles, and cartons in the same ice used to mix drinks. Health departments regard such ice as contaminated, and you should, too. Ice bins and ice scoops should be included in a regular clean-up program.

**Use plenty of ice when making drinks.** Unless specified by recipe, all glasses should be packed with ice before a drink is made. This ensures the proper ratio of liquor to mixer. The correct amount of ice also prevents over-dilution. Dilution is the water from melting ice, and is part of any drink. However, excess dilution spoils the drink.

**Use fresh, clean ice for every drink you make.** Throw used ice away. You would not serve a partially eaten salad, so do not use partially consumed ice. Occasionally, a guest will request that you build a new drink on top of the old one. In that case, accommodate the guest.

If you break a glass near or over an ice bin, take that ice out of service immediately! Do not take a chance with your guests' safety. Broken glass in ice is extremely hazardous.



## Drink Making Techniques



All of our drinks are made using one of the following techniques:

- Build
- Stir & Strain
- Shake & Strain
- Mix
- Blend
- Layer
- Float
- Top
- Muddle

The correct procedure will be specified in the recipe.

### Build

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When building a drink, the ingredients are poured directly into the glass in which it is served (with or without ice). Building is the easiest drink-making technique (used for highballs, juice drinks, nails, and hot drinks).

### Stir & Strain

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This technique is used to chill a clear liquor/liqueur or combination of liquors/liqueurs when they are served straight up.

Stirring mixed ingredients, assures proper dilution, and chills liquor to the proper serving temperature. Clear liquors are stirred and strained, instead of shaken and strained, to maintain the crystal clarity of the liquid.

If a clear liquid is shaken or mixed, it becomes mixed with air and looks cloudy.

**To stir and strain a drink:**

1. Fill a mixing glass with ice.
2. Pour ingredients into the mixing glass.
3. Stir quickly 8 to 10 times with a bar spoon until condensation forms on the outside of the glass. **DO NOT CHURN.**
4. Fit a bar strainer over the mouth of the mixing glass and strain the liquid into the proper glass. Never use your fingers to strain a cocktail.
5. Wash the mixing glass, strainer, and bar spoon.

**Shake & Strain**

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This technique is used with opaque ingredients (juices, sweet & sour mix, cream).

Shaking and straining accomplishes the same result as stirring and straining, but also produces a froth from the mixture and provides a good show for the guest.

**To shake and strain a drink:**

1. Fill a mixing glass with ice.
2. Pour ingredients into the mixing glass.
3. Fit the mouth of a mixing tin over the mouth of the mixing glass at an angle.
4. Rap mixing tin firmly downward onto the mixing glass to create a seal.
5. Hold the base of the mixing glass in one hand and the base of the mixing tin in the other hand. Vigorously shake until a frost appears on the mixing tin.
6. While holding the mixing tin and glass, as in Step #5, gently tap the protruding edge of the mixing tin against the shot rail to break the seal between the tin and the glass. Lift the tin off.

7. Fit a bar strainer over the mouth of the mixing glass and strain the mixture into the proper glass.
8. Wash the mixing glass, tin, and strainer.

### **Blend**

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A blending technique is used to liquefy solids. Frozen and ice cream drinks are blended to a slushy or creamy consistency. There should be fluid enough to pour, yet thick enough to hold a straw upright.

#### **To blend a drink, follow these instructions:**

1. Place ingredients into the blender cup, and then add ice.
2. Firmly set blender cup on base/motor. Place the top on the blender.
3. Set speed to "low" (draws ingredients down into blades and extends the life of the blades, clutch and motor). Turn motor "on."
4. To produce a fully blended drink, after ingredients are incorporated, switch speed to "high" until the blending is smooth.
5. Switch speed back to "low", turn off motor, allow blender to slow, and remove blender cup (this extends the life of the blades, clutch and motor).
6. Pour the mixture into the proper glassware.
7. Wash the blender.

### **Layer**

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Layering is used to produce distinct "layers" of ingredients with clear and sharp separation of one layer from another.

Each ingredient is poured so that it "sits" atop the preceding ingredient, with no mixing of the two.

**To achieve this effect, follow the ingredient order listed in the recipe.**

1. Pour first ingredient into the glass.
2. Place bar spoon atop first "layer" so that the bowl of the spoon rests on the surface of first "layer."
3. Slowly and carefully pour the desired amount of the next ingredient "layer" into the bowl of the spoon (technically, the downward force becomes an outward force, moving the second ingredient across instead of through the first.)
4. Carefully angle the spoon out of the layer.

### **Float/Top**

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This technique produces an effect similar to layering. When floating or topping, however, the "bleeding" of one ingredient into another is desired vs. the sharp distinction between ingredients achieved by layering.

To float an ingredient, pour it slowly from closely above the rim of the glass while moving the bottle or pitcher in a circle over the top of the drink.

### **Muddling**

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#### **Muddling accomplishes:**

- ▶ Extraction of juices or flavors from solids (example: cherry and orange for an Old Fashioned), or
- ▶ Dissolving of solids into liquid (example: sugar cubes for Irish Coffee).

A muddler is a non-porous wooden tool used to press the ingredients, not beat them. To muddle an ingredient, hold muddler firmly and press it into the ingredient while turning it a quarter of a turn. Continue this action until the solid is dissolved or the juice is released.

## Eye Appeal

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Eye appeal is very important. It impacts a guest's experience in our Restaurant in three ways:

### **It Is a Sales Tool**

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There is a certain "something" about a unique drink that arouses the guest's curiosity enough to ask the server about it. This is an excellent opportunity to use salesmanship to introduce guests to our unique products.

### **It Enhances the Flavor of a Cocktail**

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Eye appeal is an important part of a guest's impression of a mixed drink. If a drink is served in a sparkling, clean glass with fresh and attractive garnishes, it will seem to taste better than the exact same drink served in a spotted glass with an inferior garnish.

### **Serves as a Statement of Our Overall Quality**

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Every drink we serve is an example of the quality of our Restaurant. Inferior products or garnishes should never be used. There is no reason eye appeal cannot be 100% correct 100% of the time.

## Garnishes



A good garnish increases the overall appeal of a drink. It should not detract from the drink or make it difficult to consume the drink.

A garnish should be vivid in color and fresh in appearance with no visible signs of age or deterioration.

A garnish is part of the recipe and is an essential part of the drink. The drink recipe book gives sensitivities, which must be observed for all garnishes.

### Quality Hints

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#### Cutting Fruit

- ▶ Always wash fruit in cold water before cutting.
- ▶ Always use a clean cutting board.
- ▶ Use a clean, sharp knife.

#### Stocking

- ▶ Only stock enough fruit for any given 2-hour period (both at the point and service wells).

#### Storage

- ▶ Always store garnishes refrigerated, covered, and labeled.
- ▶ Do not store old garnishes on top of new garnishes.
- ▶ When storing citrus garnishes, which have been stocked, rinse them with soda or water, and drain before coverage and refrigerating.
- ▶ Cherries, olives, and cocktail onions should be stocked and stored in their own juice.
- ▶ Cut celery should be stored in water to retain crispiness, and stocked on the station in ice water.

### **Waste/Quality Control**

- ▶ The most effective way to control garnish waste is to use accurate pars. Your manager will demonstrate where your pars are recorded and how to use them.
- ▶ Quality control is everyone's responsibility. Garnish quality must be judged each time a garnish is stocked, stored, or used.

### **24-Hour Garnish Cycle**

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Using a 24-hour garnish cycle ensures garnish freshness. To begin this cycle, assume that when the bartender begins to cut garnishes, no fruit is left from the previous day.

## Closing Out A Table

### Presenting the Check



Before presenting the check, look it over to make sure you have charged for everything correctly.

- ▶ Appetizers
- ▶ Soups
- ▶ Salads
- ▶ Entrees
- ▶ Sides
- ▶ Desserts
- ▶ Coffee
- ▶ Wine

Either give the check in a booklet to the host (if known), or place it in the center of the group and say, "Thank you." If the customer is paying with a credit card, follow the house procedure. Pick up the check and voucher after it is signed, and again, thank the customer. **DO NOT** examine the tip as you leave the customer.

When you drop the check at the bar, make sure the customer knows **YOU** are the cashier and will take care of the check whenever they are ready. There is nothing more aggravating for a customer than wandering around looking for a cashier.

Remember, it is at this point, when closing out the check, that the guest is deciding the bartender's tip. A bad impression here can undo all previous good impressions.



## **The Farewell**

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When your guests are departing, we have four distinct objectives:

5. To make sure their experience in our restaurant was pleasurable.
6. Thank them, by name, for their patronage.
7. To invite them back for another visit soon.
8. To make sure their last impression is a positive one.

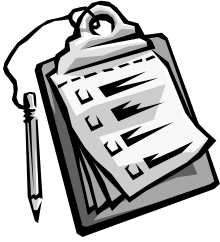
## **Methods of Payment**

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Approved methods of payment are cash, VISA, Master Card, and American Express, and checks. All other methods of payment, i.e. Travelers Cheques, require management approval. When accepting personal checks, you must get approval by management, and include the following information:

- ▶ Driver's license number
- ▶ Current address
- ▶ Phone number (day and evening)

## Opening, Running, Closing Duties



Every shift at the restaurant has opening, running, and closing duties. These duties are posted in the bar book. These duties are extremely important in assuring smooth daily operations and ongoing quality service. These duties require teamwork, and through teamwork, we will maintain excellence in service.

Opening and closing duties will not be considered complete until approved by the manager on duty. Running duties refer to ongoing duties while the Restaurant is open for business. The responsibility of making sure these duties are being done during the shift is that of you and your teammates. Each station is assigned its own duties. Some duties will require individual effort, while others will require team effort.

## Bar Cleanliness



Cleanliness at the bar is essential. Our guests' impression of us is at stake. Even at hours of peak business, your bar should appear clean and attractive.

Your store will have a list of daily housekeeping duties for the bar. This list will include the following:

- Stainless counters
- Blenders
- Sinks
- Mixers
- Ice bins
- Back up liquor
- Liquor bottles
- Beer taps
- Trash cans
- Coffee burners
- Bar surface
- Beer drains
- Refrigerators and Coolers
- Speed rails
- Plastic bottles
- Storage areas
- Glassware
- Soda gun hoses and nozzles
- Condiments and holders
- Cash registers

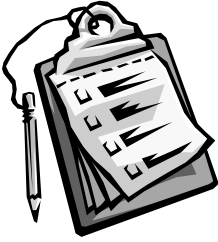
These tasks are specifically assigned as A.M. or P.M. duties to the opening bartender, early out bartender, or closing bartenders/barback.

On a weekly basis, every part of the bar is thoroughly cleaned.

### The weekly clean up will include:

- Cleaning out all storage areas.
- Cleaning out all par shelves.
- Cleaning stainless counters and sinks.
- Cleaning out walk-in and reach-ins thoroughly.
- Cleaning soda gun - nozzles, holders, and hoses.

## End Of Shift Responsibilities



At the end of your shift, you will be responsible for cleaning and restocking the bar.

If you work on A.M. shift or a P.M. early out, you will leave the bar clean, organized, and stocked with liquor, beer, wine, mixes, garnishes, and glassware for the closing bartender(s).

If you are closing, you will complete a comprehensive check of the bar's organization. Your responsibilities will include:

▶ Restocking responsibilities:

- Liquor
- Beer
- Wine
- Napkins
- Straws

▶ Proper storage procedures:

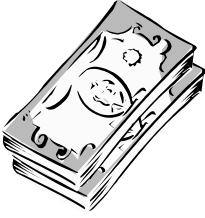
- Mixes and juices
- Usable fruit garnishes
- Ice cream

▶ Cleaning responsibilities:

- Fruit containers
- Mixing glasses
- Tins
- Strainers and utensils
- Bar top
- Ice bins

- Stainless surfaces
- Floor
  
- ▶ Removing all bottles, cleaning the speed rail and the bottles, and reorganizing the bottles.
- ▶ Flushing beer drains and cleaning drip pans and grills.
- ▶ Emptying trash and storing trash cans.
- ▶ Requisitioning liquor.
- ▶ Completing walk through with the Manager.

## Bartender Security Responsibilities



1. When coming on duty, the Manager will supply you with the appropriate cash banks. You should count this prior to starting your shift.
2. You are responsible for any differences when checking out.
3. If you need change during your shift, notify your Manager.
4. If you accumulate over \$1,000 in cash in the register drawer, the Manager will remove the excess leaving only sufficient change reserve for you to operate.
5. The Manager and you will verify and record (in the P.O.S. as a Drop) the amount of cash taken. The cash will be dropped in the safe and will be witnessed by another Manager or bartender.
6. Upon checking out your register, call the Manager for an escort to the office and lock the door.

## Check Out Procedures



1. Your computerized register system will print out your guest check at the end of each table's meal. This alleviates the issuance of any manual guest checks.
2. Once a guest check is printed out and a customer has paid, you will close out that check to cash, Master Card, VISA, or American Express, or other forms of payment. You must keep all printed out closed guest checks for checkout.
3. Before beginning your checkout each shift, check the following:
  - Make sure all your customers are through, have been tabbed, and do not need anything else. I.e., coffee, tea, etc.
  - Be certain the manager has closed your section for the shift.
  - Make sure you have collected from all of your tables and have all your tickets with you.
  - Make sure all plates, silverware, glassware, and containers are cleared from all of your tables.
  - Be certain that all of your side work and closing duties are done.
  - Make sure that you have your full uniform on at all times, while in the front of the house.
  - Have a manger do any deletions of voids, over rings, and promo tickets. All over rings must be signed by a manager at the time they occur, and not at the end of the shift. You never sit down to eat, drink, or smoke until all of the above are completed. Starting your checkout before all your customers are finished is grounds for termination.

## Over Rings Or Voids

Any time you make a register mistake of an item you did not want to ring up. Get a manager immediately to correct this on the register, and

notify the kitchen or bar NOT TO PREPARE THAT ITEM. Over rings and voids are register mistakes of items never served or prepared.

## **House Promo**

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Occurs anytime an item has been prepared and served to a customer that was not satisfied with the item. Perhaps it was under or over cooked, or the glass was chipped, etc. This would include a customer waiting too long for their meal. Only a manager can do this function on the register. Get the manager before closing any house promo tickets.

## **Manager Promo**

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Occurs anytime a manager wishes to buy a table a round of drinks, perhaps a dessert, or any free purchase approved by a manager promoting good will to our patrons. Inform the manager when you are serving a regular guest you would like to buy a drink for, a special guest to send an appetizer out to, a large party, or to send complimentary desserts. Please introduce the manager to these customers by name. We want to help you develop a large regular following. From time to time, the restaurant will have contests promoting such clientele builders. Get the manager on duty before closing out any manager promo tickets.

## **Employee Discount/Customer Discount**

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Occurs anytime the full amount of an item will not be collected. For example, employee meals or coupons offering \$2.00 off any menu item, or buy one, get one free coupons, or frequent lunch program discounts. Only a manager can discount guest checks on the register. Get the manager on duty before closing out any discount checks.



### Now You Are Ready To Check Out!!

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1. Arrange your tickets, top to bottom, in the following order:
  - ▶ All promo tickets - manager, house discounts and other charges.
  - ▶ All charges, separated in this order: 1) American Express, 2) Master Card, and 3) VISA. Be certain merchant copy of the charge voucher is stapled to the paper guest check.
  - ▶ All remaining cash tickets.
2. Prepare the Server Checkout Sheet. Make sure you have no open checks.
3. Be certain charge totals of Master Card, VISA, and American Express, along with promos, discounts or other charges balance with what you have on your guest checks. Use the calculator to double check. If they do not balance, this means that you are missing a guest check, or charge receipt

**NOTE:** *Add only items that were actually rung up on the register. If you bought a customer's cigarettes, for example, and you added that money in on their tab by hand, do not include it in your actual totals. This will prevent you from balancing to the register.*

4. The following items should be ready for the manager, before you enter the office:
  - ▶ Promo checks, houses, and over rings accounted for on register.
  - ▶ Have all money counted and faced.
  - ▶ Have all charge vouchers matched with the ticket they paid for.
  - ▶ All tickets in order, with houses, promos, then charges, and cash tickets as previously stated. There should only be ONE person in the office doing checkout at a time. This helps eliminate unnecessary confusion and mistakes. Please use the calculator provided for you.
  - ▶ Have the Check Out Sheet completed up to the register reading entries.

5. The manager will give you your register reading to enter on your Check-Out Sheet. The register reading will include your total sales and your total cash due.  $\text{Cash due} = \text{total sales} - \text{charges}$ . Count out cash due and have ready in the largest denominations of bills possible.

If for some reason you cannot balance to the register totals, ask the manager for assistance.

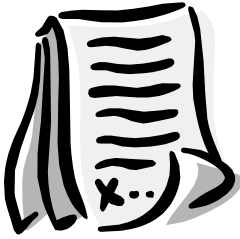
## Tip Pool



A tip pool is to show appreciation towards those team mates who assist you in doing your job more proficiently: allowing you to give the best service possible, and helping you make more money.

The management at **[Restaurant Name]** understands that we cannot dictate how the service staff participates in a tip pool; however, we believe in a strong teamwork philosophy. Due to this philosophy, we have given the staff the decision-making powers to create and implement a tip pool with management assistance and final approval.

## Performance Standards



1. We do not have "go cups" under any circumstances. No one may take any bottle or glass outside of the building.
2. We do not keep purses or any personal belongings for the customers. This includes employees when they are in on their off nights.
3. Advise a Manager of any customer who appears to be intoxicated.
4. IF YOU ASK TO LEAVE...YOU CLOSE.
5. If you fail to show up for a shift, you will meet with the General Manager prior to your next scheduled shift.
6. Notify a Manager of anything out of the ordinary, or any possible problem.
7. A smile and friendly attitude are part of everyone's uniform and will increase your income.
8. All employees are required to have a telephone number where they can be reached.
9. If you notice anything in the Restaurant that is broken or damaged, notify a Manager.
10. Do not leave the bar on break without checking with a Manager.
11. Do not eat, drink, or smoke while on the floor.
12. You must be in the bar working in completed uniform at your scheduled time.
13. A Manager must approve all schedule changes.
14. If you wish to continue to have a break area, keep it clean. Do not leave glasses, ashtrays, napkins, etc., lying out.
15. You must clock in and out as scheduled. BE ON TIME
16. Print a copy of your schedule each week. Do not call up to the Restaurant to find out your schedule. You are responsible for knowing your schedule.

17. You may not receive personal phone calls at the Restaurant, except in a real emergency. Please inform your friends and family.
18. Schedule requests are due one week prior to the posting of the schedule. Leave them in the designated area.
19. You may not come into the back of the house after you have been drinking. You may not take drinks into the break room.
20. If you want to return to the Restaurant after work and have a cocktail, maintain a very high standard of behavior, leave at last call, and be the very first to leave when the lights go up.
21. If you have a suggestion on how to make the Restaurant run more efficiently, please give them to a Manager.
22. Remember to enjoy yourselves and have fun while you are here. Let the Managers handle all problems, big or small.
23. You will greet your guests with -
  - ▶ A smile
  - ▶ Your name
  - ▶ A welcome
  - ▶ Promotional information and specials
24. When your guests leave, you will thank them for coming and invite them back.
25. You will clean stations during your shift - EVERYTHING from floor to ceiling.
26. No more than two cigarette butts per ashtray. Cap them properly.
27. Your service well is your station -- KEEP IT CLEAN!
28. Teamwork is ESSENTIAL.
29. Do not grab glasses from people's hands at last call. Find a Manager, and let them assist.

**You Should Not**

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1. Make unnecessary noise. This is annoying to guests dining nearby.
2. Overfill a glass with mix; it weakens the drink.
3. Be overly familiar with a guest when he/she is with others.
4. Mention a guest's last visit unless they bring it up first.
5. Let guests wait for service if they are alone at the bar (they will become impatient quickly). Remember the order in which guests arrive, but try to serve the "loner" first.
6. Gossip. Do not tell off-color stories or argue politics or religion. Never complain about fellow employees, supervisors, guests, or bosses. A good bartender never wins an argument.
7. Neglect a "new" guest by standing at one end of the bar engaged in idle conversation. Never let anyone feel like an outsider.
8. Interrupt; be a good listener. However, never give the impression of listening in on conversation between guests.
9. Do not water down drinks or short pour drinks. Do not try to correct the situation by refusing or discontinuing service to a guest. This could jeopardize your relationship with other guests.
10. To ensure the safety of our guests **[Restaurant Name]** has developed a program to educate all employees to the effects and possible hazards of alcohol.
11. Our intent is to provide our guests with an enjoyable experience in our Restaurant and to ensure that they leave our Restaurant safely.
12. Our alcohol awareness written material informs employees about recognizing the signs of intoxication. Employees are shown how to prevent intoxication and what procedures to follow if a guest becomes intoxicated.

## **Checking Identification**

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By law, you are responsible for carding anyone that you suspect is not of legal drinking age. Do not put yourself in jeopardy by serving a minor.

Check ID's of anyone who appears to be under the age of 25. Also, card guests appearing to be under 25, who return an empty glass and order another drink.

Try to serve only guests you can see. Minors may send someone older for their drinks.

## **Doubles**

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Our pricing on doubles is as follows: for a double drink, charge twice the normal price. There are two reasons for this policy:

- ▶ We do not want to encourage our guests to become intoxicated.
- ▶ In mixed and blended drinks, adding an extra shot of liquor alters the flavor. We believe that the standard recipes are the best way to serve these drinks.

If a guest requests a double mixed drink, explain the price and advise him that we do not recommend serving the drink that way. If they persist, accommodate them, and then notify a Manager.

## Front Of The House Behavior

There is to be no yelling or arguing in the front of the house. If you have a problem with a customer, DO NOT ARGUE, keep calm, and get a manager. The same applies to employee relations. No yelling or arguing or yelling, get a manager.

### Eating Or Drinking

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There is to be no eating or drinking in the front of the house at any time. Food is only to be eaten during management-approved breaks.

### After Shift Behavior

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Employees may not sit with customers at a table or at the bar while in uniform. If you are visiting the restaurant off duty, you are still a representative of **[Restaurant Name]**. For this and other reasons, we will appreciate you maintaining a very high standard of behavior.

## Conclusion

There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "Teamwork." The reason for this is that we feel this topic falls under the "Common Sense" category. We expect our staff at **[Restaurant Name]** to possess this common sense from the word "GO."

We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our customers, and yourself. When this happens, you will be ensuring the success of not only **[Restaurant Name]**, but also yourself.

GOOD LUCK!!!