



Bartender Training Guide

ROLE OF THE BARTENDER

Ever since the first bartenders started mixing and serving drinks back in the 1800's the profession has been regarded as rather "glamorous". This is usually a view held by the people on the other side of the bar, very few people ever really know just how much dedication, training, confidence and hard work is required to be a great bartender.

The role of the bartender has evolved over the last two hundred years or so. Originally bartenders didn't have the range of products we take for granted today, so if they wanted to make a cocktail with orange curacao they generally had to make the curacao from scratch. Most bars in those days only carried a very simple range of spirits; usually whisky, rum, brandy and gin but they would carry raw spirit with which to create their own liqueurs, vermouths and bitters. The term mixologist comes from these early days of the bartending, as they had to be chemists as well as bartenders.

Over the last two hundred years or so the range of products available has increased greatly so most modern bartenders don't need to make their own liqueurs to create good cocktails, however the role of the bartender has not changed significantly since the early days. The modern bartender still needs to be a multi-skilled individual focused on providing great tasting drinks in a fast efficient manner while giving their guests memorable experiences to enjoy and remember.

The world is full of bartenders, some good, some bad and some great. What makes a great bartender? First we need to identify the core skills needed to become a great bartender and then we can look at the other qualities that will make you a just a little bit better than everyone else. Understanding the main skills is vital to succeed in the bar industry and being able to master them is vital in becoming an outstanding member of the bartending world.

We have identified the main skills as; knowledge, skill, speed, and style, and will all be covered throughout this training guide.



BARTENDER TRAINING GUIDE - Learning Objectives

Upon completion of training the employee will be able to:

- Demonstrate skills essential to bartender
- Deliver the bartenders brand of hospitality
- Create memorable bar experiences
- Provide guests with showmanship done with their own sense of confidence and style.



10 CHARACTERISTICS OF GREAT BARTENDERS

One of the great things about bartending is that it allows you to be you! Everyone has his or her own style, if you took the 10 best bartenders in the world, each has their own unique personal style in how they do just about everything. There are however, common characteristics almost all great bartenders share.

1. **PERSONALITY** – This is something that cannot be taught, great bartenders are upbeat, fun, aware, great conversationalists, and have a great sense of humour but above all, they connect with their guests in a way that has them coming back for more. Everyone has a different personality and although you may not be the loudest, most energetic and infectious person in the world, you might be a good listener with a relaxed, approachable attitude that is the right fit for the bar.
2. **SKILL** – This is something that can be taught, it takes time and practice to become a great bartender. The main skills are learning to serve and make great quality drinks and to provide amazing hospitality.
3. **AWARENESS & COMMUNICATION** – Great awareness and communication will make everyone's job easier. First, make sure you know the bar inside and out, so you can always find anything you need. Always be aware of your guests needs, making sure they are having great experiences and if they require anything. Second, a bartender needs to have good communication skills with staff and guests.
4. **CLEANLINESS** – A great bartender will always be clean, neat and tidy. Bars are not only drink preparation areas they are also part of the over décor and ambiance of the restaurant. Keeping the bar clean is a fundamental part of bartending and needs to be a top priority at all times.
5. **KNOWLEDGE** – Great bartenders are the ones who know what products they sell behind the bar, how to sell them, and who to sell them to.
6. **PROFESSIONALISM** – A great bartender is always professional, from being accurate when pouring and making drinks, to dealing with guests and other staff members. A great bartender takes pride in everything they do, always keeps the bar clean and tidy and always does their job to the very best of their ability.
7. **TEAMWORK** – You are a member of a team; you must help the team maintain a smooth running restaurant by being a team player. You will be dealing with other staff, such as servers, pizzaiolos, and hosts, it's important to remember that you are all part of the same team and help each other whenever possible.
8. **SALES** – Bartending is sales based and therefore the best bartenders are usually great sales people. A great bartender is sales oriented and knows all about the products they sell, not just the cocktails but the spirits, wines, beers, soft drinks and liqueurs. At first, selling can seem to be a difficult thing to master, but with practice and knowledge it can an enjoyable and profitable skill to learn.
9. **CONFIDENCE** – The most important trait for any bartender, confidence comes from having all of the above qualities. Confidence cannot be taught it is something that is gained by being 100% certain of your abilities and limitations. A great bartender has the utmost confidence in what they are doing when they are behind the bar and this confidence is communicated to their guests and teammates.
10. **CONSISTENCY** – A very important factor in working behind the bar, consistency is what makes you, your teammates and your restaurant stand out. Consistency means that you produce the same product every time you pour a drink, and give the same amazing hospitality to every guest, every time.

TOOLS OF THE TRADE






Overview








In order to excel as a bartender, it's necessary to know the fundamentals; the following list provides information on some of the essential tools you may use as a bartender.



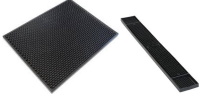








TOOLS OF THE TRADE - Learning Objectives

- Gain Knowledge of the essential tools behind the bar and their intended use
- Learn some of the common bartender terms and lingo

Bar Matting	
	Used on counters where glasses are stored. Matting raises the glass off the counter to create airflow and allow a glass to dry without leaving any chemical odour or residue.
Bar Spoon	
	Used for stirring, can assist with layering in cocktail creation
Bottled Beer Opener	
	You can use a wine opener; however it usually makes sense to use a separate one for bottled beer, especially in a high volume beer location.
Glass Rimmer	
	Used for applying salts and sugars to rims. Even though this is labeled lime juice, please use water. It works best with the sponge in place so there is not too much sugar or salt on the glass rim.
Paring Knife	
	Used for trimming celery and cutting fresh fruit during bar prep.

Garnish Caddy	
	Used for safely storing cocktail garnishes. Ensure they are full of ice; the ice should touch the bottom of the inserts. Lids are closed during down time.
Cloth - Microfiber	
	Used for polishing glasses streak, and lint free. Always ensure they are properly washed
Cutting Board	
	Used when cutting garnishes and doing bar prep. Always remember to put a damp cloth underneath to stop it from sliding. Cutting boards need to be cleaned and sanitized before and after every use
Cloth & Spray Bottle	
	Used to clean and sanitize the bar, spray bottles are filled with Quat sanitizer and water. Quat sanitizer has excellent germ kill ability, low toxicity and corrosivity, it has no odor and is safe to use on almost all surfaces.
Ice Scoop	
	Self-explanatory? Always use an ice scoop, never scoop ice with glasses
Muddler	
	A blunt wooden object designed to crush fruit and extract juices, and press herbs to extract flavours.
Shot Glass - Jigger	
	The essential bar tool, it can measure 1oz and 2oz pours. Not only is it smart to use, the law states you must pour cocktails using a measuring device.

Shaker	
	Stainless steel containers used to shake or stir cocktails and shooters. Shakers should have a tight fitting lid; do not use metal lids, as metal contracts when cold and the lid will get stuck.
Speed Spout	
	Designed to quickly pour liquor and help keep fruit flies out. These should be in place on all high use liquor bottles.
Spill (bar) Mat	
	Setup over the bar well these are used to catch spills. Resist the urge to put these all over the bar; they should be at the well and nowhere else.
Store n' Pour	
	These come in several sizes and can be used for prep items and juices. They are indestructible, easy to clean, and take up minimal space. They can have the lids removed and cleaned easily as they have plastic screw on lids.
Hawthorne Strainer	
	The basic strainer of the bar. This will strain out any large particles like ice or fruit.
Wine Chiller	
	Fill with ice to chill white and sparkling wines.
Wine Opener	
	Double hinged, compact, durable, and require the minimal amount of force to open a bottle.
Glass Rinser	
	Not only keeps glasses clean but lubricates the glass so there is less foam (and waste) when pouring draft.
Fine Mesh Cocktail Strainer	
	Even if you use a Hawthorne Strainer, sometimes you need a little extra help and that's where a fine mesh strainer comes in handy, the additional filter prevents small shards of ice, bits of fruit and other solids from getting past you.

BARTENDER TERMINOLOGY

Whether you call them bar terms, bartender terminology or bartender lingo, it all equates to the same thing – the words you need to know to become a great bartender. Learning proper bar terms is not difficult – there aren't that many and most are self-explanatory. The list below is some of the more common terms you might hear when bartending.

BACK – a 'back' is a small glass of something (like water or pop) that accompanies a drink. (i.e. "scotch on the rocks with a water back.")

BITTERS – A herbal alcoholic blend which is meant to be added to other cocktails to enhance flavour.

BUILD – A bar term meaning to make a drink – starting with ice and then 'building' the drink by adding other ingredients

CHILL – To chill a glass and add ice and then water to any glass and let sit for a minute or two (while mixing the drink in a shaker). Pour out the contents of the glass and strain the drink into the chilled glass.

COCKTAIL – A mix of alcohol and/or liqueurs combined with a mixer like pop or juice

DASH – A few drops or a very small amount of an ingredient



GARNISH – A garnish is something added to a drink after the ingredients to enhance the presentation. Common garnishes are lemon slices, lime wedges, cherries, olives etc. Some garnishes are purely for looks and some are to add flavour to the drink.

HIGHBALL – Any liquor mixed with pop, usually served in a tall glass.

MIXER – Mixers are non-alcoholic 'mixes' that accompany alcohol in drinks. Mixers can be water, pop, juice etc

NEAT – Neat means no ice, If someone asks for a whiskey neat, they are asking for a shot straight out of the bottle.



PREMIUM – Premium refers to premium alcohol or top shelf liquor

ROCKS (on the) – On the rocks simply refers to drinks with ice.

SHAKE & STRAIN – Put ice and ingredients into a shaker tin, shake and strain into a glass.

SHOOTER – A shooter or shot is a 1-2 ounce serving of either straight liquor or a mixture of alcohol that is meant to be drunk in one gulp.

SPEED RAIL – Typically means the long stainless shelf connected to the front on the sinks and ice wells. It holds the most commonly ordered liquor and popular liqueurs and mixes.

STRAIGHT UP – Refers to a drink, like a martini, which is shaken in a shaker and strained into a glass. In some areas, 'straight up' is used interchangeably with 'neat'

STRAIN – To drain the liquid out of a shaker tin

TWIST – The rind of a lemon, which is peeled using a special peeler. The resulting lemon twist is thin and long.

VIRGIN – Refers to a non-alcoholic drink. Used to order common cocktails minus the alcohol.

GLASSWARE | Three Rules of Glassware:

1. Always use the proper glassware for every drink

- Glassware is specified on each drink recipe. Always use the correct glass. This ensures the correct ratio of liquor to mix. All of our recipes were developed specifically for our glassware.
- Unless specified in the recipe, glassware must be at room temperature. Glassware just out of the dishwasher is too hot to use. Adding ice to a hot glass can cause breakage.

2. Only use sparkling clean glassware

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














3. Always ensure that glassware is not cracked or chipped

- Always use an ice scoop; this will prevent glassware from chipping and cracking, and is also a safety measure for our guests.



NOTE -

Glassware should be polished every time when coming out of the glasswasher

 FAMOSO GLASSWARE GUIDE	
16oz Sleeve <ul style="list-style-type: none"> • Fountain Pop • Italian Sodas (Peach Rasp) • Gelato Floats • Virgin Cocktails • Bottled Beer • Double Cocktails • Juice • Iced Late 	Rocks Glass <ul style="list-style-type: none"> • Canned Italian Sodas • Bottled water • Single Vodka Italian Soda • Tap Water 
Coffee Mug <ul style="list-style-type: none"> • Americano • Café Latte • Macchiato • Nutella Mocha • Tea • Chai Latte 	Beer Pitcher <ul style="list-style-type: none"> • Draft Beer • Pitcher Cocktail • Pitcher Sangria 
Wine Glass <ul style="list-style-type: none"> • Sangria • 5oz Wine • 9oz Wine 	4oz Wine Taster <ul style="list-style-type: none"> • Café Corretto • Trimoso • Limoncello • Wine Tasters 
Kid's Cup <ul style="list-style-type: none"> • Kid's Milk • Kid's Pop • Kid's Juice • Kid's Italian Soda <p><i>Note: all kids drinks are served with a lid</i></p> 	Prosecco Flute <ul style="list-style-type: none"> • Mimosa • Sparkling Wine 
Cappuccino Cup <ul style="list-style-type: none"> • Cappuccino • Affogato • Boozy Coffees • Peppermint Nutella Mocha • Cage Amore 	Espresso Cup <ul style="list-style-type: none"> • Single/Double Espresso • S/D Espresso Macchiato • S/D Espresso Con Panna 
Single Double Cocktail Glass <p>Single Cocktails Double Cocktails</p> 	Beer Sleeves - Beer glassware is important: vendors select glasses that help compliment the beer style. Always use the brand specific glasses for beer when possible. 

PREPARING FOR A SHIFT

Overview

Preparing for a shift is simple time and efficiency management. We perform tasks ahead of time that increase productivity and improve quality. Would it make sense to cut each lemon to order? Of course not, you want to maximize your time and ensure that you begin every service with a clean bar and a full stock of quality ingredients and tools.



PREPARING FOR A SHIFT - Learning Objectives

- Understand your store specific bartender checklist; it's purpose and execution
- Appreciate the power of routine; specifically the opening, change-over and closing bartender routines



Bartender Routines and Checklist

Opening, closing and changeover routines are designed to optimize your efficiency and ensure that all necessary work is complete at the right time. These routines ensure that each team member knows what the rest of their team expects of them.

Each location is responsible for customizing their opening, closing and changeover routines to meet the store-specifics. For example, a store with a very busy lunch may choose to have all bar-prep complete before 11:30 am. A store with a slower lunch and quiet afternoon may have the bartender start later, and complete the prep throughout the afternoon.



Trainers:

Trainer to provide a copy of the bartender checklist for the specific location

Opening | Routines & Checklists Main Priorities:

- All tools are in place
- Well is set up
- Equipment is reassembled and fully functional. This includes dishwashers, garnish caddies, beer glass rinser, espresso machine,
- Chemical levels checked for dishwasher
- Bar is well organized for the needs of the day
- All orders (i.e. products) are received and all stock is put away
- Bartender's float ready; counted, balanced and ready for revenue
- The last step is the **Final Readiness Check** to ensure the bar is clean, organized and stocked with quality ingredients and the necessary tools

Changeover | Routines & Checklists Main Priorities (*between lunch and dinner*)

- The top priority is always the guest and providing great service; some will forget this during slower periods and it's always important to keep priorities in check
- Bar is restocked
- Bar is perfectly clean and organized
- Quat sanitizer buckets and/or spray bottles are changed
- The night team will have zero prep and restocking to do
- The last step is the **Final Readiness Check** to ensure the bar is clean, organized and stocked with quality ingredients and the necessary tools

Closing | Routines & Checklists Main Priorities

- The majority of cleaning happens at close; equipment and machines are stripped down, cleaned and sanitized this includes: Espresso machine, draught tower, dishwasher, garnish caddies, ice wells, and pop guns
- The well is disassembled to the smallest component and cleaned
- At close, the bar may look pulled apart but things are kept in logical places
- Every surface. Counter, shelf, lip, edge and underside of counter is cleaned
- Products are married / condensed and are properly stored for the next day's use
- Products are put away with rotation in mind
- Garbage and recyclables are taken to their storage
- There is no cleaning left for the next shift
- No tools or equipment are left in the culinary dish area



Setting up the Well

There are few areas that create the same volume of sales per square foot as the bar, and the bartender's well is the most valuable square footage in the entire building for sales productivity. Every square inch is meticulously fussed over to optimize speed, accuracy and efficiency. No detail is too small if it gets drinks out faster, better or fresher.

The basic rule for the bar's layout is simple: the less an item or ingredient is used, the further it sits from the well. Higher volume items are kept as close as possible because every step counts during peak service. This might mean slight changes to how the bar is set up each day based on features, weather or events.

BAR PREP

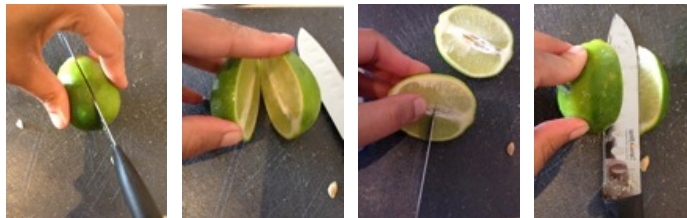
The opening bartender should complete all prep that is necessary for both bar shifts on a given day.

You should attempt to have bar prep completed before the restaurant opens; in some locations the sales volume is low enough that some prep can be done in the afternoon.

Our Beverage Guide and recipes are tools that should make your life easier and help you manage your time. They give you a clear outline of how and what to prep each day. Prep recipes are written in an approachable, easy-to-understand format, each recipe shows the tools required, measurements, ingredient and provides a step-by-step procedure. Below is an example of a prep recipe from our beverage guide.

Lime

1. Cut lime in half tip-to-tip
2. Separate halves
3. Slit the center without piercing through the outside skin
4. Cut each half into 4 wedges
(8 total)



The quantity that you should prep is based on optimizing freshness and productivity. For example, limes spoil quickly and should therefore be cut fresh every day to optimize freshness. Each location will have a location specific amount of each prep for each day, if you aren't sure how much of an item to make be sure to ask your manager.



Trainers

Trainer to provide the Beverage Guide to ensure it is current and trainee knows where to locate it.

BARTENDER FINAL READINESS CHECK

The bartender "Final Readiness Check" is one last check by the bartender of 5 areas to ensure they are fully ready for revenue. It is a quick exercise (5-10 minutes) that should be completed before every service, if done properly it almost guarantees stress-free execution over revenue and allows the bartenders to focus on providing world-renowned hospitality.



Final Readiness Check 5 major categories:

1. Stock
2. Quality
3. Tools
4. Cleanliness
5. Organization

Bartender “Final Readiness Check” continued....

STOCK – <i>Do you have enough products to make it through the service?</i>	
Why it Matters:	You need to be able to meet your guest’s requests for the entire shift. Any shortages in product need to be communicated immediately and resolved by the manager on duty.
Goal:	To never ‘86’ an item - Ensure that every bar item is in stock all of the time, all products in the bar, cooler, and storage are stocked well enough to make it through the day or until the next delivery.

QUALITY – <i>Is every ingredient fresh and looks great?</i>	
Why it Matters:	Eye Appeal - If a drink is served in a sparkling, clean glass, with fresh and attractive garnishes, it will seem to taste better to your guests.
Goal:	Every ingredient to be at the peak of freshness Blemished fruit, items past their expiry date, and items past their shelf life should all be discarded and noted to the manager or on a waste sheet.

TOOLS – <i>Are all of your “tools of the trade” in place and ready to go?</i>	
Why it Matters:	You can’t bartend without them.
Goal:	All tools necessary for stress free execution are clean, ready to go and in place.

CLEANLINESS – <i>Is your stage ready to go?</i>	
Why it Matters:	Consider the bar your stage – what is on stage and what should be off stage? What do you want your guests to see? Nobody wants to sit at a dirty bar, there is no such thing as a bar that looks to clean.
Goal:	Look at the bar through the eyes of your guests: the bar should be clean and is ready to put on a show.

ORGANIZATION – <i>Is your bar set up for the needs of the business?</i>	
Why it Matters:	Every shift is different because the needs of your guests will vary by day and time. The bar setup for a Friday lunch should be different than a Saturday night World renowned hospitality requires great organization
Goal:	Optimize your performance and speed by setting up the bar for the needs of that shift

Summary

Our Bartender Routines and Checklists are tools designed to help ensure your guests only receive the best quality ingredients and world-renowned hospitality. When followed, they tell you the stock and tools necessary for great service execution. It’s like you’re being given the answers to a test... before the test!

PRODUCT SPECIFICS

Overview

Our Liquor, Wine, & Beer Package and Beverage Guide will provide you with comprehensive training on our beverage offerings; the following focuses on what a *bartender* needs to know about each product.

PRODUCT SPECIFICS - Learning Objectives



- Understand shelf life, storage and service for wine
- Comprehend the draft system and storage for beer
- Appreciate the components, skills and recipes for cocktail creation
- Grasp the importance of productivity behind the bar

WINE

Shelf life:

- A bottle of wine has a shelf life
- Once a bottle of red or white is opened it should be used with 5 days
- Once wine is opened it starts to immediately react with oxygen; just like an apple that starts to brown when cut, wine will begin to oxidize.



To minimize the impact of shelf life:

- Ensure a “day dot” sticker is placed on wines with the day they were opened
- Every day at open, changeover, and close, wines should be organized to ensure rotation
- Temperature; store open red wines in the wine cooler to slow the chemical reaction

Wine storage:

- Wines with a screw cap should be stored vertically, although lying on their side is also ok for display purposes
- Wines with a cork that are still in boxes should be stored upside down to keep the cork in contact with the wine

Pouring Wine is simple; however, there are a few tricks of the trade:

- Ensure the glass is perfect with no watermarks, stains or dishwasher chemicals; it's smart practice to smell glasses on occasion
- If the glass is wet from going through the dishwasher, get a dry one; if no dry glasses are available ensure there are no chemicals and dry the glass with the microfiber cloth
- Check the day dot of the wine (must be within 5 days)
- Ensure you pour to the 5 or 9-ounce mark on the wine glass
- Wine glass should be left on the table; you never pick up a guest's wine glass to pour wine

Tip: Does all wine improve with age?











- Sadly, no. Some wines are made to cellar for generations, but most are not. Inexpensive wines are sold in a ready-to-drink style and should be consumed as such.
- As a safe rule, the lower the price of a wine, the less it can age. Inexpensive wines – like house wines – should never be more than a year old. Although wines don't go bad, they will not be at their best.

DRAFT BEER

A draft system is a storage and delivery system designed to optimize the flavour and appearance of beer while minimizing the shipping costs and environmental footprint.

The following are the key part to the draft system:

FOBs (foam on beer detectors)	
	<p>These simple devices keep air out of the beer line. As the tapped keg runs out, the beer inside the float drops cutting off the beer line ensuring there is no foam in the line.</p> <p>NOTE – If you are seeing consistently foamy beer tell your manager immediately</p>
Gas	
	<p>Beer gas is comprised of nitrogen and carbon dioxide. The beer gas does not carbonate the beer, it just forces it from the keg to the taps</p>
Glass Rinser	
	<p>It's important that beer glasses are extremely clean. Not only does the rinser keep glasses clean but it lubricates the glass so there is less foam (and waste) when pouring draft.</p>
Keg	
	<p>Beer is delivered in kegs. Even though the beer is naturally carbonated, a mixture of nitrogen and carbon dioxide is used to push the beer from the keg to the taps</p>
Keg Coupler	
	<p>This is the device that attaches the keg to the beer system. There are 2 – 3 styles and all are very easy to change.</p>
Line Cooling System	
	<p>All of the beer lines are encased in a large tub or trunk line designed to keep the beer cold from the cooler to the taps. If this system is not working correctly the beer can start cold, but end up warm at the taps. Conversely if it is too cold it could cause some beers to freeze</p>

Pressure gauges	
	<p>These are normally only adjusted when the system is installed; however, if you notice a gauge is way off, there may be something wrong with the line or gauge.</p> <p><i>**Too much pressure creates foam --- Too little pressure creates foam**</i></p>
Taps	
	<p>When using the tap it's important to use deliberate hand actions, open the tap all the way, and close the tap all the way. If you open the taps halfway they will pour straight foam. This can be advantageous if the beer is pouring without enough head.</p>

Receiving Beer

- All kegs should be stored in a cooler at all times
- Kegs need time to settle and cool after being delivered
- Kegs should always be rotated for freshness
- Empty kegs should be removed from the cooler immediately



Changing a Keg

There are a few key points to remember when changing a keg:

1. Un-tap the old keg by pushing down and turning the black handle on the coupler.
2. Remove the plastic cap and check best before dates on the new keg
3. Line up the 2 tabs on the coupler with the notches on the keg. Turn the coupler.
4. Pull the black handle out then push down.
5. Reset the FOB. Fill the float chamber with beer. Release the float. Screw the top screw back into place.
6. Remove the empty keg of beer. Remember that most kegs have a large deposit so even empty kegs need to be properly secured.

Pouring Draft

1. When fulfilling guest orders, pour any draft last, after all other beverages are prepared. This will ensure that the beer retains its head for the guest.
2. Use the rinser to clean the beer glass; hold the glass down for a full 5 seconds. The water from the rinser will chill the glass to help keep the beer cold (if applicable)
3. Ensure the beer glass does not touch the faucet; hold it at a 45-degree angle to minimize the head.
4. Open the tap all the way (if you open slowly it will give you foamy beer)
5. As the beer glass begins to fill, angle the glass vertically allowing the head to form.
6. Once filled, turn off the tap in one motion.
7. If the server has not run the beer and there is no head left – wait until the server is ready to run the beer and top up the head by opening the tap a crack. It will add just foam. ***Under no circumstances should you “whisk” a beer with a straw to try to revive the head; this only makes the beer flat.***

COCKTAILS

A cocktail is loosely defined as anything with one or more spirits mixed with juices, or other flavourings.

The cocktail revolution was born out of French cafes, Italian coffee bars, and American speakeasies; it has traveled to the most far-reaching corners of the globe. Since the dawn of cocktails we have been on a steady path with ever-evolving ingredients, techniques and personal interpretations.

Components to a Great Cocktail

1. **Base spirit** - vodka, rye, gin, etc. The base spirit can be neutral (i.e. vodka) or full flavoured like a whiskey or bourbon.
2. **Acidity** - Acid, mainly from citrus fruit, balances the stronger, boozier perception of alcohol. It can also “lighten” the taste of a cocktail.
3. **Sweetness** - This can be achieved with fruit, fruit juice, simple syrup (a 50/50 mix of sugar and water), pop, sugared rims, or other spirits that are sweet.
4. **Bitterness** - Although you don’t find bitters in all cocktails, they are an integral part of taste. Cocktails that taste overly sweet are easily tamed with bitters. As people age, so do their pallets. People tend to drink less sweet and more-bitter cocktails with age.
5. **Aroma** - When we enjoy a cocktail or savor fine wine, part of the enjoyment lies in the aroma. Whether it's the icy juniper in gin or the peaty smoke of scotch, smell is an important component of taste. For example; when you make an old fashioned one of the most important/appealing aspect is the smell.
6. **Ice** - It’s rare to see a cocktail without some form of ice. Different sizes and shapes of ice will yield dramatically different cocktails. Crushed ice will quickly dilute, large ice cubes will chill cocktails with less dilution. More ice makes drinks taste stronger, stay colder longer and make the cocktail more visually appealing.

ICE

Ice is a food product and is consumed by your guests. It is treated with the same sanitary procedures as any food item.

- **Always ice glasses using an ice scoop.** Never use your hands or scoop a glass through the ice well.
- **Glasses should never be placed in ice.** You might break or chip the glass in the ice.
- **Ice must be cold.** Ice can vary in temperature “warm” ice melts quickly and makes weak, diluted drinks.
- **Ice must be dry.** Ice should stay dry. The ice wells should have proper drainage to allow melting water to drain off easily and quickly.
- **Ice must be kept clean.** Keep all impurities out of the ice. Do not store fruit, bottles, containers, and cartons in the same ice used to mix drinks. The health board considers such ice as contaminated, and you should too. Ice wells and scoops should be cleaned regularly.
- **Use full ice when making drinks.** Unless specified by the recipe, all glasses should be packed with full ice when making drinks; this ensures the proper ratio of liquor to mix.
- **Use fresh clean ice for every drink you make.** Throw used ice away. You would not serve a partially eaten pizza, 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 this case, accommodate the guest.








NOTE - BREAKAGE; if you break a glass near or over an ice well, the ice must be marked and taken out of service immediately! Broken glass in ice is extremely dangerous; do not take a chance with your guest’s safety.

EYE APPEAL

It is very important to consider 'eye appeal' when making any drink. Eye appeal impacts a guest's experience within the restaurant in three ways:

1. **Eye Appeal is a Sales Tool** - There is a certain "*something*" about a unique drink that arouses a guest's curiosity enough to ask the bartender about it. This is an excellent opportunity to use salesmanship to introduce guests to our products.
2. **Eye Appeal Enhances the Flavor of a Cocktail** - Eye appeal is an important part of a guest's impression of a 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
3. **Eye Appeal is a Statement of Our Overall Quality** - Every drink we serve is an example of the quality of our pizzeria. Inferior products or garnishes should never be used. There is no reason eye appeal cannot be 100% correct 100% of the time.

Basic Skills in Cocktail Creation

Muddling	
	Brute force that extracts natural juices and oils from citrus and essential oils from herbs. Using a tight grip, use your body weight to press ingredients. Be sure not to tear mint or other herbs, as they will clog the dishwasher.
Shaking	
	An aggressive form of mixing and chilling ingredients. This is the fastest way to combine ingredients.
Straining	
	Leaving ice in a spirit forward cocktail will melt in only a few minutes, leaving the cocktail flabby and boring.
Stirring	
	To slowly combine flavours; usually done over ice to chill and only gently dilute. This small amount of dilution in a cocktail is critical, because water helps open up all the flavours of the ingredients.
Blending	
	Frozen drinks, freezes, or blended drinks all refer to drinks made by blending ice, liqueurs and mixers.

NON-ALCOHOLIC BEVERAGES

POPGUN SYSTEM

One of the most useful systems in the bar is the popgun system. There are 5 steps to troubleshoot a failing pop system:

1. Rotation

- Always use syrups before the expiration date that is listed on the box
- Ensure bibs are properly connected and contain syrup
- The syrup pressure gauge should read 65 PSI

2. Refrigeration

- Ensure that the cold plate for the pop gun is generously covered at all (exposed cold plates can result in flat pop)
- Ensure ice chunks are broken into small cubes
- Ensure ice bin is clean and draining properly

3. Carbonation

- Ensure the carbon dioxide tank is turned on and is not empty
- Ensure the carbonator is turned on and working
- Ensure the pressure regulators are set to 105 PSI

4. Presentation

- Nozzles, diffusers, lower valve bodies, levers, drip trays, drains, ice bins are all clean

5. Sensation

- Ensure the pop tastes and smells great
- Ensure the water-to-syrup ratio is okay
- Ensure the water supply is turned on and the lines are flowing / unblocked

**NOTE:**

It's extremely important to communicate any deficiencies with the popgun system to your manager as soon as possible.

PRODUCTIVITY BEHIND THE BAR

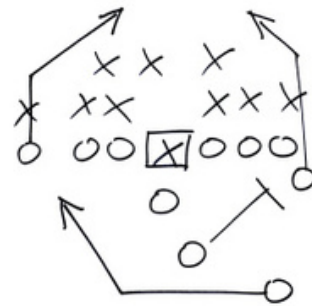
If it's starting to feel like there isn't enough time in a day to do everything that's required of a great bartender, then you've been paying attention! Remember, anyone could be a bartender if it was easy.

There are 4 main things that can help you become productive:

- **Follow routines and systems.** They are designed to maximize your efficiency.
- **Think before you move.** Before you go to the walk in cooler, is there anything else you need? Is there anything that needs to go back? Don't go anywhere empty handed.
- **Work as a team.** Ensure that each person knows what his or her duties are. Don't have 3 people playing 2nd base; ensure all duties in a bar are evenly covered.
- **Intensity and focus.** If you watch a great chef, you'll see a focus and intensity that is likely only matched by professional athletes. Set this as your benchmark.

Working as a Team | OWN YOUR ZONE

Instead of having 2 or 3 people randomly doing tasks behind the bar, it's important to schedule who does what; this is no different than assigning positions on a baseball team. Would you ever have 3 people on 1st base and nobody on 2nd and 3rd?



3 Bartender System	
1st Bartender <i>"Main well"</i>	The "main well" bartender makes drinks for all the chits printed to the main bar printer. Their primary duty is cocktails, highballs, and drinks from the well. If they need support, they should delegate draft, beer, and wine to the second bartender. Glassware cleaning responsibilities are shared with the 2 nd bartender.
2nd Bartender <i>Assists the main well bartender, and the wood bartender</i>	Is responsible for getting draft, bottled beer, and wine for the well bartender. The 2 nd bartender assists with service at the "wood", and glassware, as well as handles all take out orders and payments. 2 nd bartender can get their own drinks to help with efficiency
3rd Bartender (porter) <i>shares the "wood"</i>	The 3 rd bartender is responsible for service at the "wood". S/he serves guests and calls out drink orders to the main bartender.
2 Bartender System	
1st Bartender <i>"Main well"</i>	The "main well" bartender is responsible for 100% of drink production, glassware and cleanliness of the bar.
2nd Bartender <i>"Wood"- gelato - takeout</i>	The "wood" bartender is responsible for all service related aspects of the bar and handles all take out orders and payments.

Productivity continued...

Since every bar has a different layout and a different number of seats, these are simply guidelines. Any time that a bartender has a free moment, s/he should check with their teammates to see if they need assistance.

If you ever find that you cannot keep up with the needs of a guest during any service, have a teammate ask a manager for help. Once the manager arrives, you should each be assigned one of the roles listed above.

When is the rush done? When you are ready for the next one!

Well Service Efficiency and Speed

It's important to understand the difference between speed and efficiency. Speed is just the raw power and energy that you're exerting; it's simply how fast you're moving. Efficiency, however, has nothing to do with speed. Efficiency is the ability to accomplish a job with a minimum expenditure of time and effort and is a result of all your systems, preparation, planning and organization. It's working smarter, not harder; it's finesse, not force. With that being said, please don't underestimate the importance of speed. It is the combination of both efficiency *and* speed that is crucial to becoming a great bartender.

Our commitment is to get guests their beverages as fast as is physically possible (no more than 2 minutes). Assuming it takes 30 seconds to ring in an order, and 30 more seconds to get the order to the table, that means we have 1 minute to prepare every order.

Shift readiness is the biggest contributor to efficiency. Set yourself up for success with the Bartender checklist and Last Check to ensure that all of your tools of the trade are in place. Of course, the items you expect to use the most throughout the shift should be closest to the well. Aside from this, maintain your intensity and focus throughout the shift.

Bartender efficiency tips:

- When starting a batch of cocktails, find ways to minimize your trips through the bar and the number of times you reach for the same ingredient
- Get all of your glassware for the entire order, or multiple orders at once (*when you set your glasses up like this, if you forget what you are making, 9 times out of 10, you can turn and glance at the type of glassware you've lined up and instantly remember what you are making*)
- Get all of the back bar spirits or ingredients out of the coolers to complete the order(s)
- Fill up all the applicable glasses with ice at the same time
- Pour all the spirits together – The goal is to NEVER TOUCH THE SAME BOTTLE TWICE while making multiple drinks for one order. (*If you have six drinks on an order make the same 'family' of cocktails at the same time. For example, you have three Vodka drinks, two tequila drinks, and a boozy coffee. Pour the Vodka first, the Tequila next, and leave the boozy coffee for last*)
- Garnish all your items together
- Pour all your draft together
- You don't have to make all orders in the order you receive them. (*It wouldn't make sense to make a table of two wait for waters while you make a Nutella Mocha*)
- It is acceptable for guests sitting at the wood can have their drinks "bumped" up in priority

Drink Making Priority

As was discussed with “eye appeal”, every drink we serve is an example of the overall quality of our pizzeria. There are some guidelines with the order you prepare drinks that helps to ensure that the quality of our drinks are at their best when delivered to guests:

1. POP / JUICE / WATER

- ✓ Easy and quick to make, these can be made and run to guests quickly

2. WINE / BOTTLED BEER

- ✓ Quick and easy to prepare, quality won't be compromised waiting a few minutes at the bar

3. COCKTAILS / HIGHBALLS

- ✓ The longer a cocktail or highball sits the more the ice will melt, dilute the alcohol and change the flavor profile of the drink

4. DRAFT

- ✓ If draft sits too long the “head” will be gone
- ✓ The head on a beer is important because it helps provide the aroma of the beer and is also important for the aesthetic look of the beer

5. COFFEE DRINKS

- ✓ Coffee drinks need to be as hot as possible when delivered to guests, the longer they sit the more they cool down
- ✓ It is OK to “drag” a coffee drink if the rest of the order is ready to go

Summary

Each product behind the bar has specifics about it that every bartender needs to know. It is important that you can operate each piece of equipment, as well as understand the storage and rotation for each product. Lastly, every guest is depending on you, for their drinks as fast as possible, so it's critical that you maximize your productivity and prioritize drinks in an order that ensure quality and speed.

HOSPITALITY, SERVICE & THEATRE

Overview

It's your bar for the shift, and it's up to you to maximize that opportunity. The best and most impactful way to do this is to create a centre of world-renowned hospitality. Your job is straightforward; make sure that every guest leaves happy, every time. All you have to do is figure out how to provide the best service in the house.



HOSPITALITY, SERVICE & THEATRE - Learning Objectives

- Develop an eye for opportunities to roll out the red carpet
- Gain some useful tips for learning guest's names
- Develop your on stage personality
- Develop confidence and style behind the bar

EVERY GUEST, EVERY TIME

When someone sits at the bar, they have made a choice to be there. And from that point on, it is your responsibility to make sure that they have a good time, regardless of their mindset or attitude when they sit down. First things first, we have to remember that we are in the hospitality industry and are there to engage, maybe educate and, above all, serve our guests.

Why would someone sit at the bar as his or her first choice? It's important to think about the reasons that guests sit at the bar, and not a table.

Q. Are they looking for conversation?

Great bartenders can talk about anything: current events, sports, the city, etc. Remember that you are not there to pass judgment or necessarily share your opinion. Once you get anyone talking about their favorite subject, they *relax*, stay longer and come back more often.

Q. Are they looking for great drink service?

Give them the best drink service in the house: This is a simple, free offering of a few tasters and the opportunity to share your knowledge (and/ or a story) about each wine or beer presented. These "*micro seminars*" use only 1 – 2 ounces of product and can blow guests away.

For example, let's say a guest wants a full-bodied red, but doesn't know what to order. Instead of just telling them about the cabernet sauvignon or malbec, pour 2 small tasters. It's best to not tell the guest, which is which, and ask them which they enjoyed. Never use this as a trick to sell the most expensive wines, as it is deceptive. When done right, guests love this.

Q. Do they love the show of watching things being made?

Are they asking questions? Give them a show! Talk about what you are doing and teach them the history of your craft.

Someone loves IPA? Share the story! Someone loves Old Fashioneds? Share the story of where they came from.

Q. Are they looking for sports?

Great bartenders know what is happening in the world of sports, particularly with local professional teams. You don't need to know every detail, just a few stats (i.e. the result of the last few games).

After answering these few basic questions, think to yourself; ***"Self, how can I make these guests happy?"*** The options are literally limitless; you just have to look for opportunities to provide the best service in the house for **every guest, every time.**

Theater, Confidence, and your Onstage Personality

Why did your guests sit at the bar? Many are looking for the theatre and energy that only exists at the bar.

Theatre does not necessarily mean flare bartending. In fact, that style has mostly fallen out of fashion. That's not to say that you cannot develop your own sense of flare in how you do things. The best bartenders have a sense of grace and style with how they move and operate. They move in a deliberate way, with precision and purpose. It's not simply mechanical.

Learn how to master some of these ideas:

- How do **you** shake a cocktail with style (i.e. proud and high over your head)?
- How do **you** open a bottle of beer or wine? Is every movement deliberate and entertaining, or slow and cumbersome?
- How do **you** set a cocktail on a coaster, and how do you put a straw into a drink? Is it a representation of your own style and personality (i.e. classy, fun, energetic, witty, funny, bold)?
- How **you** pick up glasses, a bottle or speed spout?
- How do **you** pour an ounce?
- How do **you** pour a shot for a guest?

We cannot give you the answers to these, as it's important for you to develop your own style. Who inspires you? What is your style of bartender? Own it! Don't become someone else, be the best version of you.

Remembering Guests Names

Introduce yourself to every guest and get his or her name. Treat the work like you are throwing a cocktail party or dinner party at home. If you were throwing a party at your house and someone brought a friend that you did not know, would you introduce yourself, of course you would!

Always try to **learn – and remember** – the names of your guests.

Below are some easy tricks to remembering people's names:

- **Be interested;** many of us don't even catch the other person's name when they're introducing themselves; we're too focused on ourselves; the first step to remembering a name is to pay attention as you are introduced
- **Make direct eye contact** with the guest when introducing yourself and make sure you repeat their name out loud right after they tell you (i.e. "it's great to meet you Jason")
- **Picture their name written on their forehead;** Franklin Roosevelt continually amazed his staff by remembering the names of nearly everyone he met; his secret was imagine seeing the name written across the person's forehead
- **Use the guest's name frequently,** at least 3-4 times, during the visit
- **Keep a log book;** jot down guest names with drink preferences and a brief physical description of the guest; this can be a helpful tool to share knowledge with every bartender, but please remember that all entries in this log must be professional and polite
- **Introduce the guest to someone else** using his or her name (i.e., David, you remember Jason, right? Well he was just telling me how much he enjoys our Old Fashioned)
- **Use word association;** try to connect a person's name to a familiar image or famous person (i.e. if a man's name is Arnold, imagine him as the "Terminator")

Using the above techniques will dramatically increase your ability to recall names, but there's still the chance you can slip up. If you do see a guest that you have met and can't remember his or her name, you can warmly say something to the effect of, "I remember you well, but your name has slipped my mind."

If you remember their regular drink but not their name, feel free to work that into the greeting as well. Remembering our guests' names will make them feel welcome and valued.



What's in a name?

It provides validation, others simply addressing us by name conveys, ***"You're an individual, you matter and you have value"***. As one person noted, *"a person's name is the sweetest sound in any language"* simply because it affirms our worth.

TV Management

Regardless of location and your level of tech-savvy (or any other obstacle), you have to understand how to work the TVs. Your management team knows how to operate these, but you need the ability to respond to guest requests for specific games or events promptly. You also need to be the conscience by ensuring that the best games or events are always playing.

- What are the big sporting events of the day?
- What time do they start?
- What channel are they on?
- Are they pre-programmed to play?
- What games and channels are we able to get, and which are blacked out? Knowing this can save you an embarrassing moment with a guest.

Sports

Whether you watch it or not, sport is a major part of North American culture and it's a driving factor for why people sit in bars and lounges. It's part of the atmosphere and the experience. Those that are not sport fans still need to be up-to-speed on the headlines of the day; simply claiming ignorance or indifference to sport is the same as saying, "I don't care about what interests you."

How long does it take to get up to speed on the last important game for your home team? Or to have a general understanding about where your home team sits in the standings? Or who won the last time your home team and their biggest rival played? The power of technology makes this a 1-minute read before your shift.

The bottom line is that staying current and being able to connect with a guest on his or her favorite subject is a simple way to break the ice and make every guest leave happy.

DO YOU KNOW YOUR LOCAL SPORTS TEAMS?

A lot of Famoso guests love their sports teams just as much as they love authentic Neapolitan pizza, showing our support of the local sports teams is an easy and impactful way to let our guest know we are proud partners in their communities. Whenever the local, regional or national team is playing the game should be playing on at least one of your TV's.

