



Bartender Training Manual

BY DAHLSTROM & RIDEOUT



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A Dahlstrom & Rideout Company

 **CERTIFIED CONSULTING** BARS
EXPERTS NIGHTCLUBS
RESTAURANTS
BY THE HOSPITALITY ASSOCIATION OF AMERICA

BAR MANUALS

Bartender Training

By Dahlstrom & Rideout

Written By
Preston Rideout & Ryan Dahlstrom

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Over 20 Years of Proven Management Techniques by Certified Bar Experts
Preston Rideout & Ryan Dahlstrom



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INTRODUCTION

Congratulations on your employment. This manual is your foundation for success. It's comprised of our standard operating procedures, guidelines and service sequences outlining our expectations. This framework is designed to streamline bar operations enabling you to produce high-quality drinks and deliver superior customer service.

Our bar's success is built on drink making and great bartenders are the foundation. Becoming a great bartender doesn't happen overnight. It requires training, product knowledge and dedication to drink making while embracing teamwork and maintaining integrity. This manual will accelerate your journey. **Read It. Learn It. Live It.** Welcome to our Team.

Let's begin with introductions.

- First name
- Last name
- Where are you from?
- Years bartending
- Where have you bartended?
- What do you like most about bartending?
- What do you find most difficult about bartending?
- Say something funny about yourself



TRAINING & DEVELOPMENT

TRAINING CANNOT DEVELOP

1. Personality...you either have it or you don't.
2. Politeness...you either already say "please" and "thank you" or you don't.
3. Integrity...people who steal will and those who don't won't.

TRAINING CAN DEVELOP

1. Drink making skills
2. Environmental awareness
3. Cleaning routines
4. Product knowledge
5. Professionalism
6. Salesmanship
7. Drink consistency
8. Confidence behind the bar
9. Teamwork



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TRAINING & DEVELOPMENT

ACCEPTABLE BARTENDING STANDARDS

- Early arrival is on time. On time arrival is late
- Know your schedule
- Clock in and out
- Approve schedule changes through management
- Make schedule requests two weeks in advance
- Request an ID from anyone under the age of 30
- Discontinue service and notify management immediately
- Make eye contact and speak clearly while taking drink orders
- Exceed guest expectations by providing superior service
- Exceed guest expectations by providing high-quality drinks
- Adhere to drink recipes
- Bartend with a sense of urgency
- Secure funds for the house prior to rendering service
- Ring in all drink orders
- Deliver receipts with every transaction
- Zone bartending
- Multi-task
- Clean as you serve
- Keep in mind “customer line of sight”
- Execute “gap placement”
- Be a team player
- Smile...have fun behind the bar

TRAINING & DEVELOPMENT

UNACCEPTABLE BARTENDING STANDARDS

- Exceed five percent cash handling variance per \$1,000 in sales
- Ask to be cut early
- Address a low or no tip with a customer
- Serve a visibly intoxicated, underage or non ID customer
- Not acknowledging or purposely making customers wait for service
- Leaving the bar, during shift, without management approval
- Leaving prior to cleaning and bar inspection
- Not securing funds for the house
- Not providing receipts with every transaction
- Ignoring customers while engaged in conversation with another bartender
- Responding in-kind, antagonizing or engaging customers in an argument
- Telling off-color jokes, using coarse language or making racist remarks
- Storing personal belongings behind the bar
- Texting, receiving or making cell phone calls behind the bar
- Eating, drinking, chewing gum or brushing hair behind the bar
- Coming to work under influence of drugs or alcohol
- Drinking behind the bar
- Running cash tabs
- Not being a team player
- Not zone bartending
- Not cleaning
- Complaining to customers about bar operations, management or co-workers

TRAINING & DEVELOPMENT

BARTENDING TECHNIQUES RESULTING IN TERMINATION

1. Short ringing - pouring call, ringing well and collecting call payment
2. Phantom walk off - serving drinks, collecting cash payment but requesting management comp for walk off
3. Boot legging - supplying, pouring and selling liquor not purchased by the bar
4. Pouring free drinks
5. Short pouring - pouring less liquor than the recipe requires in an attempt to offset inventory to cover up free drinks
6. Service well collusion - working in collusion with servers to manipulate tickets
7. Undercharging - pouring premium and charging well in exchange for gratuity
8. Short changing - collecting cash and purposefully returning incorrect change
9. Altering credit card receipts - adjusting tips or forging customer signatures
10. Loading your register
11. Ringing off - using another bartender's LAVU pin code to sign in, ring up and cash out a phantom transaction shorting their bank
12. Marking transactions - using paperclips to mark loaded transactions
13. Overcharging - serving drinks to one customer and charging another customer
14. Using a manager's LAVU pin code to perform comps and voids



TRAINING & DEVELOPMENT

THREE STRIKES RULE

Strike 1 – Verbal warning

Management issues verbal warnings when a bartender breaks company policy or exhibits unacceptable performance standards. All verbal warnings must be signed by bartenders and management to document discussion.

Strike 2 – Written warning

Management issues a written warning when a bartender continues breaking company policy or exhibiting unacceptable performance standards previously addressed by a verbal warning. All written warnings must be signed by bartenders and management to document discussion.

Strike 3 – Final written warning

Management issues final written warning when a bartender continues breaking company policy or exhibiting unacceptable performance standards previously addressed by a verbal and written warning. All final written warnings must be signed by bartenders and management to document discussion.

- **Termination** occurs when policy breaking and unacceptable performance continues after receiving a verbal warning, written warning and final written warning.
- However, **No Call No Show** and **Bartending Techniques Resulting In Termination** are not subject to verbal warnings, written warnings and final written warnings. They result in **Immediate Termination**.

Our **Three Strikes Rule** is fundamental to our training and development program. It's ok to make mistakes. Three Strikes is not about focusing on mistakes, it's about focusing on growth through documentation and discussion.

TRAINING & DEVELOPMENT

PERSONAL APPEARANCE

Your image is our image. The image you create either enhances or detracts from our bar. Every night, 30 minutes prior to opening, management will conduct a bartender pre shift and line up. Bartenders violating our personal appearance policy will be written up and sent home.

- It's your responsibility to clean your uniform
- Wearing a dirty uniform is not acceptable
- Nose rings or facial piercings are not allowed
- Arrive in full uniform. Do not get dressed at work
- Females refrain from wearing glitter make up and perfume
- Females hair washed, styled and pulled back
- Females moderate makeup and jewelry
- Females wear solid color nail polish
- Males well-groomed and clean shaven

BARTENDER UNIFORM

Male uniform	Female uniform
<ol style="list-style-type: none">1. Black dress pants2. Black dress belt3. Black dress shirt4. Black t-shirt5. Black socks6. Black dress shoes (polished)7. Bar blade	<ol style="list-style-type: none">1. Black and red corset2. Black dress pants3. Black dress belt4. Black dress boots (polished)5. Bar blade

TRAINING & DEVELOPMENT

PRO ACTIVE BARTENDING

We embrace proactive bartending to prevent intoxication. Our goal is to exceed customer expectations by providing superior service and great tasting drinks, not intoxication by over servicing. Serving a visibly intoxicated person is unlawful and it violates our alcohol awareness policy. Bartenders are responsible for recognizing visible signs of intoxication such as;

<ul style="list-style-type: none">• Slurred speech• Swaying or staggering• Stumbling gate• Bloodshot or glassy eyes• Overly animated speech• Speaking loudly then quietly• Drinking too fast• Ordering doubles• Careless with money• Buying drinks for strangers• Purposefully annoying• Complaining about drink strength• Excessive cursing• Argumentative or confrontational• Aggressive or belligerent• Obnoxious or mean spirited• Making off color comments• Crude, rude or vulgar• Inappropriate sexual advances• Making irrational statements• Depressed or sullen• Crying or screaming• Extreme changes in behavior• Overly entertaining	<ul style="list-style-type: none">• Excessive drowsiness• Lacking focus• Difficulty remembering• Rambling speech• Slow response to questions• No response to questions• Spilling drinks• Difficulty handling money• Difficulty handling credit card• Difficulty handling cell phone• Difficulty standing up• Difficulty sitting up straight• Difficulty turning corners• Bumping into other customers• Leaning for support• Falling down• Falling asleep• Can't find mouth with glass• Disheveled appearance• Overly friendly• Aggressive or territorial• Aggressive speech• Aggressive body language• Aggressive eye contact
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These signs are not all inclusive. Exhibiting one or two of these behaviors is not always indicative of intoxication. However, exhibiting a combination of these signs strongly indicates intoxication caused by alcohol consumption or drug use.

TRAINING & DEVELOPMENT

ALCOHOL CONSUMPTION AND TOLERANCE

1. Blood alcohol concentration is the amount of alcohol present in the bloodstream.
2. Alcohol goes directly to the bloodstream affecting every system in the body.
3. Alcohol is a nervous system depressant.
4. A 12-ounce beer, 5-ounce glass of wine and 1.5 ounce shot of liquor all has the same amount of alcohol.
5. It takes less than three drinks to affect motor skills and coordination.
6. The presence of food in the stomach slows the alcohol absorption rate.
7. Vomiting is a defense system to prevent more alcohol from being absorbed.
8. Mood changes occur when blood alcohol levels are between .02 g/100ml to .08.
9. Passing out and unresponsiveness are signs of alcohol poisoning. Call 911.
10. Blackouts are often associated with heavy drinking. During blackouts, a person may seem coherent but later have no recollection of events.
11. Blackouts are less likely to occur when blood alcohol levels rise slowly.
12. Women absorb alcohol into the bloodstream faster than men.
13. Women metabolize alcohol slower than men.



TRAINING & DEVELOPMENT

ALCOHOL AWARENESS POLICY

Our alcohol awareness policy is simple and straightforward. We deny entrance to visibly intoxicated customers, under age minors and guests unable to provide valid ID. Our door staff is well trained and strictly enforces our alcohol awareness policy. Bartenders are prohibited from serving visibly intoxicated customers, under age minors or customers unable to produce ID. Our alcohol awareness policy promotes responsible service and encourages responsible drinking.

BARTENDER ALCOHOL AWARENESS SERVICE SEQUENCE

- Adhere to drink recipes and pour counts
- Recognize visible intoxication signs
- Monitor behavior and consumption
- Discontinue or deny service
- Notify management immediately
- Assist management in closing tab
- Provide witness statement

MANAGEMENT ALCOHOL AWARENESS RESPONSE SEQUENCE

- Confirm bartender observations
- Engage customer and discuss observations
- Resolve by cutting off
- Assist customer with closing tab
- Escort customer to the door
- Arrange safe ride
- Collect witness statement
- Complete incident report
- Xerox copy of customer tab

WORKING THE BAR

BARTENDER SEQUENCE OF SERVICE

1. Greet guests as they approach the bar.
 2. Place a cocktail napkin down and take their drink order.
 3. Upsell when the customer does not specify pouring brand.
 4. Quote the price and secure funds for the house.
 5. Make drinks according to our recipes.
 6. Deliver drinks and receipt to the customer.
 7. Say thank you, invite back and say goodbye.
-
1. **Greet guests as they approach the bar.** Immediately, while making eye contact and with a smile, greet the guest by saying, “welcome to our bar, my name is, and I will be taking care of you.” If you are not in proximity to greet the guest, acknowledge their arrival with eye contact and a hand gesture.
 2. **Place a cocktail napkin down and take their drink order.** Placing a cocktail napkin down, while taking a drink order, indicates the guest has been greeted letting other bartenders and management know service is being rendered.
 3. **Upsell when customer does not specify brand by name.** Always upsell each time a customer places a drink order but does not specify a pouring brand. For example, when a customer orders a vodka tonic respond by saying, “Would you like Absolut or Stoli”?
 4. **Quote price and secure funds for the house.** Upon receiving a drink order, after attempting to upsell, quote a price then secure funds for the house. Always secure payment before making drinks. Close cash payments immediately or pre-auth a credit card.
 5. **Make drinks according to our recipes.** Begin by icing glassware to capacity but do not breach the rim. Always use a jigger and make drinks according to recipe then garnish accordingly. If you are not sure how to make a drink, ask another bartender or ask the customer. Telling the customer “no” or “ I don’t know” is not an option. It’s better to ask and learn than remake and comp.
 6. **Deliver drinks and receipt to customer.** Deliver by making eye contact and calling out drinks by name or brand. Always, place drinks on a cocktail napkin and provide a receipt. Attempt to serve ladies first. Never deliver by gripping glassware rim.
 7. **Say thank you, invite back and say goodbye.** Address the customer by name.

WORKING THE BAR

UP SELLING

When a customer places a drink order, without specifying specific liquor, respond by offering brand names or up selling. For example;

- Customer order: I'll have a screwdriver.
- Bartender response: Would you like Absolut or Stoli?
- Requires product knowledge and pricing
- Takes less than 3 seconds
- Increases average check per person

SUGGESTIVE SELLING

Quite often, new customers are unfamiliar with our bar where as regular customers might not be familiar with our entire product line or night of the week specials. Making brand suggestions and providing drink information is your responsibility.

- Always allow customers to finish ordering before making suggestions
- People buy with their eyes, use bottles as props
- Avoid over selling
- Monitor voice inflection
- Avoid sounding like a robot
- Ensure guests understand what you are pouring

TERMINOLOGY

- Up refers to chilling then straining into glassware containing no ice
- Back refers to serving an additional mixer on the side
- Dirty means add olive juice
- Dash means a few drops
- Neat means poured into glassware with no ice
- Rocks means served over ice
- Splash refers to splash of water when pouring whiskey, bourbon or scotch
- Shaken refers to filling a shaker tin with ice and shaking until chilled
- Top shelf refers to super premium brands
- Training wheels refers to serving salt and lime with tequila
- Well refers to house brand spirits located in service well speed rail

CONDUCTING TRANSACTIONS

REGISTER OPERATIONS

Each bartender will be issued a LAVU pin code. Do not disclose your pin code to anyone and never use another bartender's pin code. Each terminal is positioned beneath a camera. Each camera is recording and scrolling real time keystrokes monitoring every transaction.

You will be issued a \$600 bank and assigned a LAVU terminal with an individual cash drawer every shift. Never let anyone use your register and do not use another bartender's register. Sharing cash drawers and co mingling banks is strictly prohibited.

Each bar has four tip jars located on each back bar. Do not relocate or reposition these jars. Back bar tip jar placement provides tremendous distance between registers and tip jars. This prolonged distance helps everyone distinguish transactions from tips.

- Never make change with tip money
- Always ask management to break large bills
- Never remove money from tip jars during operating hours
- Do not pull tip jars until management conducts bar inspection
- Never count tips alone

PAYMENT METHODS

CASH

Immediately close all cash transactions. We do not run cash tabs.

CREDIT CARDS

1. We accept Visa, Master Card and American Express.
2. We do not accept money cards or pre loaded gift cards.
3. Always match credit cards with an ID to prevent identity theft.
4. Always pre-auth and return credit cards and ID.
5. Never hold onto credit card or ID.

CASH HANDLING

Good bartenders reduce transaction times by getting in and out of their register as fast as possible. Great bartenders reduce transaction times by getting in and out of their register, as fast as possible, while accurately handling cash and making fewer mistakes. Our bar holds each bartender individually responsible for cash handling.

CONDUCTING TRANSACTIONS

CASH HANDLING SEQUENCE

1. Quote drink order total.
2. Receive cash.
3. Count back bills or state denomination to the customer.
4. Immediately go to the register and ring in the drink order.
5. Press cash on the check out screen.
6. Place cash in drawer, make change and shut drawer.
7. Tear the receipt from the printer.
8. Hand-deliver change and receipt.
9. Count back change.
10. Prepare drinks.

CREDIT CARD PREAUTHORIZATION

- Bartenders are required to pre-auth tabs before rendering service
- Always request identification prior to pre-auth
- Do not pre-auth if ID and credit card information doesn't match
- Request matching ID or cash payment
- Swipe credit card with magnetic strip facing down through LAVU card reader
- LAVU will open and auto-populate a tab using the last name on the credit card
- Ring in the drink order and press save. Saving automatically prints a receipt
- Return the credit card and deliver a receipt prior to making drinks

CREDIT CARD AUTHORIZATION FOR TOTAL AMOUNT

Credit card authorization for total amount increases the preauthorization by charging the guest check total amount to the credit card. Full authorization requires pressing the credit button not save and print. Save and print does not authorize a credit card. All it does is save and print a check. Checks cannot close until fully authorized.

Authorization For Total Amount Sequence

1. Open tab and go to check out screen.
2. Press credit and pop up box will appear.
3. Pop up will ask, "Do you want to fully authorize this check?"
4. Press yes and LAVU will print merchant, customer and itemized receipts.

CONDUCTING TRANSACTIONS

GUEST CHECK PRESENTATION AND DELIVERY

- Place the merchant copy on top of the customer receipt
- Place both inside right pocket of the guest check presenter
- Place the itemized copy inside the left pocket of the guest check presenter
- Close and deliver the check presenter with a pen
- Ask the customer to sign the top copy while making eye contact and smiling

GUEST CHECK RETRIEVAL

Depending on volume, continue taking orders and making drinks while the customer signs the credit card receipt. Make yourself available, if the customer has a question or pen fails to write.

After the customer signs and closes the check presenter;

1. Retrieve the check.
2. Ensure the merchant copy has been signed.
 - Tip line - tips exceeding 100% of total require management signature
 - Total line - must be calculated correctly
 - Signature - must be legible
3. Place the signed merchant copy in your bank bag.
4. Add tips and close checks at the end of your shift.
5. Do not close checks during your shift.

THANK YOU

After retrieving the signed guest check.

1. Say thank you, make eye contact and address the customer by name.
2. Invite back citing specific example of when and why to return.
 - “Please come back next Saturday. I’ll be working the main bar.”
 - “Please come back at 6pm on Friday for Power Hour.”
 - “Please come back for Happy Hour on Thursday for \$2.50 domestic bottles.”
3. Say goodbye.

CONDUCTING TRANSACTIONS

CREDIT CARD TIP POLICY

There are no exceptions to our credit card tip policy. Management will audit your credit card receipts every shift to ensure charged tips are correct.

1. Tip line must be filled in.
 - Blank tip line = No tip charged to the credit card
2. Total line must be calculated correctly.
 - Blank total line = No tip charged to the credit card
 - Total line not calculated correctly = No tip charged to the credit card
3. Legible signature.
 - Blank or illegible signature = No tip charged to the credit card



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CONDUCTING TRANSACTIONS

COMPS

All comps must be rung in, printed and delivered to management for signature prior to drink preparation. You will never be reprimanded for requesting management comp signatures. It's their job to sign comp receipts but it's your responsibility to collect signatures.

VOIDS

Voids are administrative mistakes, such as miss rings and over rings, not affecting inventory. All administrative mistakes must be voided and signed by management. Do not split checks and ring off voids.

Void Sequence

1. Re-ring the mistake.
2. Circle the mistake on the original receipt.
3. Provide void reason on the original receipt.
4. Provide the re-rung check number on the original receipt.
5. Request management void and signature
6. Staple voided receipt to closed out check

MAKE COPIES

At the end of your shift;

- Copy and staple all of your signed comps and voids
- Deliver signed comp and void copies when closing out
- Failure to produce management signature is a strike
- Forging management signatures results in termination

PRICING STRUCTURE

CATEGORY AND PRICING

- Well = \$4.00
- Call = \$5.00
- Premium = \$6.00
- Super = \$7.00
- Super Premium = \$8.00
- Deluxe = \$9.00
- Deluxe Premium = 10.00
- Domestic Beer = \$5.00
- Import Beer = \$6.00
- Wine = \$6.00
- Champagne = \$6.00
- Multi liquor drinks with three liquors = \$8.00
- Red Bull = \$2.00
- Doubles are true double pricing



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PRICING STRUCTURE

Vodka	Price	Tier
Absolut	\$7.00	Super
Absolut Citron	\$7.00	Super
Absolut Mandarin	\$7.00	Super
Absolut Pepper	\$7.00	Super
Absolut Vanilla	\$7.00	Super
Crystal Head	\$9.00	Deluxe
Depp Eddy	\$5.00	Call
Deep Eddy Cranberry	\$5.00	Call
Deep Eddy Lemon	\$5.00	Call
Deep Eddy Ruby	\$5.00	Call
Deep Eddy Tea	\$5.00	Call
Dripping Springs	\$5.00	Call
Frio Texas	\$5.00	Call
Grey Goose	\$8.00	Super Premium
Ketel One	\$7.00	Super
Smirnoff Cherry	\$5.00	Call
Smirnoff Grape	\$5.00	Call
Smiths	\$5.00	Call
Starlight	\$5.00	Call
Stoli	\$6.00	Premium
Stoli Orange	\$6.00	Premium
Stoli Razz	\$6.00	Premium
Stoli Vanilla	\$6.00	Premium
Takka	\$4.00	Well
Texas Tail	\$5.00	Call
Titos	\$6.00	Premium
Troubadour	\$5.00	Call
Western Son	\$5.00	Call
Western Son Blueberry	\$5.00	Call
Western Son Pear	\$5.00	Call
GIN	Price	Tier
Hendricks	\$8.00	Super Premium
Tanqueray	\$7.00	Super
Takka	\$4.00	Well

PRICING STRUCTURE

Tequila	Price	Tier
1800 Reposado	\$7.00	Super
Jose Cuervo Gold	\$5.00	Call
Don Julio Blanco	\$9.00	Deluxe
Dulche Vida Blanca	\$9.00	Deluxe
Herradura Reposado	\$9.00	Deluxe
Patron Anejo	\$9.00	Deluxe
Patron Silver	\$9.00	Deluxe
Torrado Gold	\$4.00	Well
Republic Texas	\$9.00	Deluxe
Rum	Price	Tier
Bacardi Silver	\$5.00	Call
Captain Morgan	\$6.00	Premium
Malibu	\$5.00	Call
Ron Pontabo	\$4.00	Well
BOURBON / WHISKEY	Price	Tier
1792	\$7.00	Super
Bookers	\$9.00	Deluxe
Buffalo Trace	\$6.00	Premium
Bulleit	\$8.00	Super Premium
Crown	\$7.00	Super
Fireball	\$6.00	Premium
Herman Marshall	\$9.00	Deluxe
Herman Marshall Rye	\$9.00	Deluxe
Jack Daniels	\$6.00	Premium
Jim Beam	\$5.00	Call
Knob Creek	\$8.00	Super Premium
Makers Mark	\$7.00	Super
Rebecca Creek	\$8.00	Super Premium
Seagram's 7	\$5.00	Call
Silver Star	\$7.00	Super
Southern Comfort	\$5.00	Call
TX	\$8.00	Super Premium
Woodford Reserve	\$8.00	Super Premium
Samuels	\$4.00	Well

PRICING STRUCTURE

IRISH	Price	Tier
Bushmills	\$7.00	Super
Jameson	\$7.00	Super
Tullamore Dew	\$6.00	Premium
Scotch	Price	Tier
Dewar's	\$7.00	Super
Glenlivet 12	\$9.00	Deluxe
J&B	\$6.00	Premium
JW Black	\$8.00	Super Premium
Cordials	Price	Tier
Baileys	\$6.00	Premium
Goldschlager	\$6.00	Premium
Grandmariner	\$8.00	Super Premium
Jager	\$6.00	Premium
Midori	\$5.00	Call
Rumchata	\$5.00	Call
Rumpleminz	\$6.00	Premium
Tuaca	\$6.00	Premium
Beer	Price	Tier
Bud Light	\$4.00	Domestic
Budweiser	\$4.00	Domestic
Coors Light	\$4.00	Domestic
Miller Lite	\$4.00	Domestic
Mich Ultra	\$4.00	Domestic
Dos XX	\$5.00	Import
Corona	\$5.00	Import
Corona Light	\$5.00	Import
Wine	Price	Tier
CK Chardonnay	\$6.00	House
CK Merlot	\$6.00	House
CK Cabernet	\$6.00	House
CK Zinfandel	\$6.00	House
Wine	Price	Tier
Andre	\$6.00	House

WELL SET UP

THE WELL

We have eight service wells. Each well is strategically placed and set up to streamline drink production. Each well has identical bottle placement. All wells have double speed rails consisting of a top rail and bottom rail. Bottle placement is labeled inside each rail.

Top Rail From Right To Left	Bottom Rail From Right To Left
1. Takka Vodka	7. Absolut
2. Takka Gin	8. Tanqueray
3. Ron Rio Rum	9. Bacardi Silver
4. Finest Call triple sec	10. Jack Daniels
5. Finest Call lime juice	11. Jim Beam
6. Finest Call grenadine	12. Crown Royal

WELL SET UP

- Three ice buckets per well
- Two drink mats on the bar top centering the well
- Four rail mats on the bar rail centering the well
- Two shaker tins, rim down, on the right side of the drink mat
- Two strainers on the right rail mat directly above the soda gun
- One ice scoop handle up in the ice
- One fruit tray to the right of the drink mat
- One napkin caddy, filled to capacity, left of the drink mat
- One sugar and salt rimmer, filled to capacity, beside the napkin caddy
- One lined garbage can to the right of the well

BACK BAR SET UP

BACK BAR BOTTLE PLACEMENT DIAGRAM

1	2	3	4	5	6	7	8	9	10	11	12	13	14
15	16	17	18	19	20	21	22	23	24	25	26	27	28
29	30	31	32	33	34	35	36	37	38	39	40	41	42
43	44	45	46	47	48	49	50	51	52	53	54	55	56

1	Bushmills	29	Absolut
2	Jameson	30	Absolut Citron
3	Tullamore Dew	31	Absolut Mandrin
4	Dewars	32	Absolut Pepper
5	Glenlivet 12	33	Absolut Vanilla
6	J&B	34	Crystal Head
7	JW Black	35	Deep Eddy
8	1800	36	Deep Eddy Cran
9	Cuervo Gold	37	Deep Eddy Lemon
10	Don Julio Blanco	38	Deep Eddy Ruby
11	Herradura	39	Deep Eddy Tea
12	Patron Anejo	40	Dripping Springs
13	Patron Silver	41	Frio Texas
14	Republic	42	Grey Goose
15	1792	43	Ketel One
16	Bookers	44	Smirnoff Cherry
17	Buffalo Trace	45	Smirnoff Grape
18	Herman Marshall	46	Smiths
19	Herman Marshall Rye	47	Starlight
20	Knob Creek	48	Stoli
21	Makers Mark	49	Stoli Orange
22	Rebecah Creek	50	Stoli Razz
23	Seagram's 7	51	Stoli Vanilla
24	Silver Star	52	Texas Tail
25	TX	53	Titos
26	Woodford Reserve	54	Troubadour
27	Hendricks	55	Western Blueberry
28	Tanqueray	56	Western Pear

BACK BAR SET UP

1. Back bar bottle risers are labeled.
2. Laminated diagrams are behind the bar.
3. Bottle placement mirrors the diagram.
4. There should never be gaps between bottles.
5. Close gaps by replenishing bottle (gap placement).
6. Labels facing out.
7. Pour spouts facing right.

There is a place for every bottle. However, that place isn't wherever you decide to leave it. Our bars are designed for speed and efficiency. Every well, speed rail and back bar has identical bottle placement. Pour and return bottles to their designated location. There is nothing more frustrating than reaching for a bottle and grasping air.



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PREPARING DRINK ORDERS

DRINK MAKING

1. Retrieve, set up and group glassware according to liquor.
 - Never retrieve glassware by the rim. Always grip the base or stem
 - Grouping, same liquor glassware side by side expedites production
2. Ice glassware to capacity but do not breach the rim.
 - Never use glassware as an ice scoop. Always use the ice scoop
 - Failing to ice glassware to capacity produces a weaker drink
 - Less ice doesn't equal more liquor. Less ice equals more mix
 - More mix melts ice quicker causing drinks to become watered down
3. Always bartend using both hands.
 - One hand pouring and one hand holding the jigger
 - Hold the jigger slightly above glassware or shaker tin
 - Never free pour. Always use a jigger
4. Prepare entire order before distributing drinks.
5. Preparation is not complete without garnish and stir straw.

Collectively setting up, grouping and icing glassware streamlines drink production where as making one drink at a time exponentially slows service.

Employ a stir straw technique when faced with a large drink order comprised of similar drinks, in identical glassware with the same garnish, but different mixers or possibly different liquors.

Use one stir straw for Coke, two for Diet Coke and three to identify specific liquor. The key to marking drinks is to always use the same amount of straws to identify the same mixer or certain liquor.



PREPARING DRINK ORDERS

DRINK SERVICE AND DELIVERY

Always place a cocktail napkin in front of each customer. Napkin placement notifies bartenders and management customers have been approached and are receiving service.

- Serve ladies first
- Handle glassware by base or stem, never by the rim
- Place drinks on napkin used to mark service
- Replace soiled napkins
- Call out drinks by name or pouring brand
- Make eye contact and speak clearly
- Multi-task by cleaning the bar top while delivering drinks
- Conclude delivery by asking, “Can I get you anything else?”
- Attempt a reorder prior to drink completion
- Ask for reorder by product name, “Can I get you another Jack and Coke?”
- Replace the customer’s cocktail napkin upon reorder
- Discard the empty glass and napkin together, replace cocktail napkin
- Provide the type of service you would like to receive if you were across the bar

BARTENDER TRANSACTION TIME

1. Meet, greet and seat the customer
2. Take drink order
3. Attempt up sell
4. Quote price
5. Secure funds for the house
6. Close cash tab or preauthorize credit card
7. Return credit card and ID.
8. Drink production
9. Drink and receipt delivery

CUSTOMER TRANSACTION TIME

Customer transaction time is skewed by the customer’s perception of service received not the actual time elapsed during the transaction. Although both transactions are identical, the customer’s perception can be manipulated.

- Never underestimate the power of eye contact and a smile
- Immediately acknowledge customers as they approach the bar
- Remember and call out drink orders as customers approach for 2nd round
- Always attempt a reorder prior to drink depletion

ANATOMY OF A COCKTAIL

Customer expectations demand drink consistency each round. In order to achieve consistency and exceed customer expectations, we codified our recipes including;

- Glassware
- Ice
- Garnishes

PROPER GLASSWARE

Each recipe includes specific glassware instructions. Using specific glassware ensures consistent liquor to mixer ratios while providing the flair required for presentation. Prior to tasting, customers can be visually stimulated into consumption.

DIRTY GLASSWARE

A drink is destroyed and presentation is purposeless when drinks are created then served in dirty, chipped, cracked or broken glassware. Each bar is equipped with a glass washing machine. A 3rd dish machine is located in the kitchen.

GLASSWARE RULES

- Always use prescribed glassware
- Discard all broken, cracked or chipped glassware
- Never use glassware as an ice scoop
- Never re-use glassware upon reorder
- Always serve room temperature glassware
- Never use glassware straight out of the dishwasher. It's not room temperature.
- Never place glassware in ice bins
- Never chill glassware by placing and spinning inside ice bin



ANATOMY OF A COCKTAIL

ICE

Ice should be translucent and hard. Ensure ice beneath the soda gun remains translucent. Soda lines can disconnect from the holster resulting in contaminated ice due to drainage. If this occurs, immediately reattach the drain line, burn your well, and replenish with new ice.

- Ice must remain dry. If your well begins to hold standing water, burn your well and check the drain for debris obstructing drainage
- Ice must be clean and remain contaminate free. Never store anything in your ice bin other than an ice scoop with its handle facing out. Keep bottles, speed pourers, fruit trays and red bull cans out of the ice bin
- Fill glassware to capacity with ice but do not breech the rim
- Use new ice when making a new drink
- Discard old ice along with used glassware
- Immediately burn your ice if glass breaks in proximity to your well. Do not attempt to find and remove broken glass from your ice
- Use ice scoops when handling ice, never hands, glassware or shaker tins
- Place ice scoops shovel down with handle facing up
- Never contaminate ice by storing liquor bottles in the well



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ANATOMY OF A COCKTAIL

Garnishes

Correctly garnishing a drink enhances its appearance while elevating its appeal. However, when done incorrectly, becomes a distraction sometimes making drinks difficult to consume. Our recipes include garnishes and we expect all drinks be garnished before going across the bar. Drinks are not complete until garnished.

1. Always wash fruit with cold water before cutting.
2. Always cut fruit with clean knife and cutting board.
3. Always cut fruit to garnish specifications.

Orange slices

- Cut off the ends
- Cut in half
- Lay on side
- Cut 1" deep from end to end
- Turn over and cut 3/8" slices from side to side
- Par level 18 oranges

Lemon wedges

- Cut off the ends
- Cut in half.
- Cut a 1" slit across 1/2" deep
- Cut each half into 6 even wedges
- Par level 42 lemons

Lime wedges

- Cut off the ends
- Cut in half
- Cut a 1" slit across 1/2" deep
- Cut each half into 6 even wedges
- Par level 60 limes

1. Store cut fruit in containers with corresponding color lid.
2. Discard fruit trays at closing. Cut new fruit daily to ensure freshness.

SHOT RECIPES

Price
\$8.00

Absolut Bitch

	Ingredients	Ounces
1	Absolut	0.5
2	Baileys	0.25
3	Kahlua	0.25
4	Tuaca	0.25

Price
\$8.00

Anti Freeze

	Ingredients	Ounces
1	Absolut Citron	1.25
2	Midori	0.25
3	Sprite	Splash

Price
\$7.00

Barney on Acid

	Ingredients	Ounces
1	Jager	1.25
2	Blue Curacao	0.25
3	Cranberry	Splash

Price
\$8.00

B - 52

	Ingredients	Ounces
1	Grandmariner	1.25
2	Baileys	0.5
3	Kahlua	0.5

Price
\$5.00

Blue Hawaiian

	Ingredients	Ounces
1	Malibu Rum	1.25
2	Blue Curacao	0.5
3	Pineapple	Splash

Price
\$7.00

Blow Job

	Ingredients	Ounces
1	Baileys	1.25
2	Kahlua	0.25
3	Whip Cream	Top

Price
\$5.00

Blueberry Lemon Drop

	Ingredients	Ounces
1	Western Blueberry	1.25
2	Triple sec	0.25
3	Sweet and Sour	Splash

SHOT RECIPES

Price
\$5.00

Blueberry Muffin

	Ingredients	Ounces
1	Western Blueberry	1.25
2	Rumchata	.25
3	Butterscotch	0.25

Price
\$7.00

Breakfast

	Ingredients	Ounces
1	Jameson	1.25
2	Butterscotch	0.5
3	Orange Juice	Splash

Price
\$6.00

Buttery Nipple

	Ingredients	Ounces
1	Butterscotch	1.25
2	Baileys	0.25

Price
\$5.00

Cherry Bomb

	Ingredients	Ounces
1	Takka Vodka	1.25
2	Grenadine	0.25
3	Red Bull	Splash

Price
\$7.00

Chocolate Cake

	Ingredients	Ounces
1	Stoli	1.25
2	Frangelico	0.25
3	Lemon wedge	Sugar

Price
\$6.00

Cinnamon Toast Crunch

	Ingredients	Ounces
1	Fireball	1.25
2	Rumchata	0.25

Price
\$8.00

Crown Bomb

	Ingredients	Ounces
1	Crown Royal	1.25
2	Amaretto	0.5
3	Red Bull	Splash
4	Sweet and Sour	Splash

SHOT RECIPES

Price			
\$5.00	Gummy Bear		
		Ingredients	Ounces
		1 Takka Vodka	1.25
		2 Peach Schnapps	0.25
		3 Pineapple	Splash
		3 Sprite	Splash

Price			
\$7.00	Jager Bomb		
		Ingredients	Ounces
		1 Jager	1.25
		2 Red Bull	Splash

Price			
\$9.00	Johnny Vegas		
		Ingredients	Ounces
		1 Patron	1.25
		2 Watermelon	0.5
		3 Red Bull	Splash

Price			
\$7.00	Jolly Rancher		
		Ingredients	Ounces
		1 Stoli Razz	1.25
		2 Apple Pucker	0.25
		3 Peach Schnapps	0.25
		4 Cranberry	Splash

Price			
\$5.00	Kamikaze		
		Ingredients	Ounces
		1 Takka Vodka	1.25
		2 Triple sec	0.25
		3 Sweet & Sour	Splash

Price			
\$7.00	Lemon Drop		
		Ingredients	Ounces
		1 Absolut Citron	1.25
		2 Sweet and Sour	Splash
		3 Sugar Rim	Sugar

Price			
\$8.00	Liquid Cocaine		
		Ingredients	Ounces
		1 Jager	0.5
		2 Rumpleminz	0.5
		3 Jack Fire	0.5

DRINK RECIPES

Price
\$7.00

Oatmeal Cookie

	Ingredients	Ounces
1	Baileys	0.5
2	Goldschlager	0.5
3	Butterscotch	0.25

Price
\$6.00

Pineapple Upside Down

	Ingredients	Ounces
1	Stoli Vanilla	1.25
2	Grenadine	0.25
3	Pineapple	0.5

Price
\$5.00

Purple Hooter

	Ingredients	Ounces
1	Takka Vodka	1.25
2	Chambord	0.25
3	Sprite	Splash

Price
\$6.00

Red Head Slut

	Ingredients	Ounces
1	Jager	1.25
2	Peach Schnapps	0.25
3	Cranberry	Splash

Price
\$6.00

Scooby Snack

	Ingredients	Ounces
1	Malibu	0.5
2	Midori	0.5
3	Banana	0.25
4	Pineapple	Splash

Price
\$8.00

Vegas Bomb

	Ingredients	Ounces
1	Crown Royal	1.25
2	Peach Schnapps	0.25
3	Red Bull	Splash

Price
\$7.00

Washington Apple

	Ingredients	Ounces
1	Crown Royal	1.25
2	Apple Pucker	0.25
3	Cranberry	Splash
4	Sprite	Splash

SIGNATURE DRINKS

Price

\$8.00

AMF

	Ingredients	Ounces
1	Takka Vodka	0.25
2	Takka Gin	0.25
3	Ron Tablo Rum	0.25
4	Triple Sec	0.25
5	Blue Curacao	0.25
6	Sweet and Sour	Fill
7	Sprite	Splash
8	Collins	Glass
9	Cherry	Garnish

Price

\$8.00

Bahama Mamma

	Ingredients	Ounces
1	Myers	0.5
2	Malibu	0.5
3	Bacardi Silver	0.25
4	Pineapple	Fill
5	Orange	Fill
6	1/2 orange	Squeeze
7	Grenadine	Float
8	Collins	Glass
9	3 Cherries	Garnish

Price

\$8.00

Bloody Marry

	Ingredients	Ounces
1	Absolut Pepper	1.25
2	Zing Zang	Fill
3	Worcestershire	3 dash
4	Tabasco	3 dash
5	Pepper	3 shake
6	Collins	Glass
7	4 Olive pic	Garnish

Price

\$4.00

Cape Cod

	Ingredients	Ounces
1	Takka Vodka	1.25
2	Cranberry	Fill
3	Rocks	Glass
4	Lime	Garnish

Price

\$4.00

Fuzzy Navel

	Ingredients	Ounces
1	Takka Vodka	1.25
2	Prach Schnapps	0.25
3	Orange	Fill
4	Rocks	Glass

SIGNATURE DRINKS

Price

\$8.00

Hurricane

	Ingredients	Ounces
1	Bacardi Silver	1.25
2	Myers Rum	0.25
3	Orange	Fill
4	Cranberry	Fill
5	Lime	Splash
6	Grenadine	Splash
7	Collins	Glass
8	Orange	Garnish

Price

\$8.00

Liquid Marijuana

	Ingredients	Ounces
1	Captain Morgan	0.5
2	Malibu	0.5
3	Midori	0.25
4	Blue Curacao	0.25
5	Pineapple	Fill
6	Sweet and Sour	Splash
7	Collins	Glass

Price

\$8.00

Long Island

	Ingredients	Ounces
1	Takka Vodka	0.25
2	Takka Gin	0.25
3	Rontablo Rum	0.25
4	Triple Sec	0.25
5	Sweet and Sour	Fill
6	Coke	Float
7	Collins	Glass
8	Lemon	Garnish

Price

\$8.00

Mai Tai

	Ingredients	Ounces
1	Bacardi Silver	0.5
2	Myers	0.5
3	Amaretto	0.25
5	Orange	Fill
6	Pineapple	Fill
7	Grenadine	Float
8	Collins	Glass
9	Orange	Garnish

SIGNATURE DRINKS

Price
\$6.00

Margarita

	Ingredients	Ounces
1	Cuervo Gold	1.25
2	Triple Sec	0.25
3	Sweet and Sour	Fill
4	Rocks	Glass
5	Lime	Garnish

Price
\$4.00

Screwdriver

	Ingredients	Ounces
1	Takka Vodka	1.25
2	Orange	Fill
3	Rocks	Glass

Price
\$4.00

Sex on the Beach

	Ingredients	Ounces
1	Takka Vodka	1.25
2	Peach Schnapps	0.25
3	Cranberry	Fill
4	Orange	Fill
5	Rocks	Glass
6	Orange	Garnish

Price
\$8.00

G2

	Ingredients	Ounces
1	Stoli Razz	0.5
2	Stoli Orange	0.5
3	Triple Sec	0.25
4	Cranberry	Fill
5	Pineapple	Fill
7	Collins	Glass
8	Cherry	Garnish

Price
\$6.00

Lynchburg Lemonade

	Ingredients	Ounces
1	Jack Daniels	1.25
2	Lemonade	Fill
3	Rocks	Glass
4	Cherry	Garnish

Price
\$6.00

Tequila Sunrise

	Ingredients	Ounces
1	Cuervo Gold	1.25
2	Orange	Fill
3	Grenadine	Float
4	Collins	Glass
5	Cherry	Garnish

SIGNATURE DRINKS

Price
\$10.00

Tangerine Crush

	Ingredients	Ounces
1	Stoli Orange	1.25
2	Disaronno	0.25
3	Tangerine Puree	Fill
4	Sprite	Top
5	Collins	Glass
6	Tangerine	Garnish

Price
\$10.00

Berry Maker

	Ingredients	Ounces
1	Makers Mark	1.25
2	Blackberry Puree	0.25
3	Raspberry Puree	Fill
4	Cranberry	Splash
6	Rocks	Glass
8	Frozen Bluberry	Garnish

Price
\$10.00

Stoli Smurf

	Ingredients	Ounces
1	Stoli Blueberry	1.25
3	Lemonade	Fill
4	Blueberry Puree	Splash
6	Collins	Glass
8	Blueberries	Garnish

Price
\$10.00

Royal Lobster

	Ingredients	Ounces
1	Crown Royal	1.25
2	Disarano	0.25
3	Cranberry	Fill
4	Rocks	Glass
5	Cherry	Garnish

Price
\$10.00

Buffalo Peach

	Ingredients	Ounces
1	Buffalo Trace	1.25
2	Peach Puree	Fill
3	Sprite	Splash
4	Rocks	Glass
6	Cherry	Garnish

Price
\$10.00

Kentucky Waffle

	Ingredients	Ounces
1	Woodford Rsrv.	1.25
2	Maple Syrup	.25
3	Apple Juice	Fill
4	Martini	Glass

SERVICE WELL

COCKTAIL SERVER RESPONSIBILITIES

Operating a dedicated service well requires teamwork. Cocktail servers and bartenders must work in tandem to ensure seamless drink production, presentation and delivery.

COCKTAIL SERVER RESPONSIBILITIES INCLUDE

- Providing table service
- Taking drink orders
- Ringing drinks
- Delivering drinks
- Securing funds for the house

SERVICE WELL BARTENDER RESPONSIBILITIES

- Drink preparation
- Garnishing
- Providing drink information
- Assisting cocktail servers with product knowledge and pricing
- Assisting management with server comp and void explanations



SHIFT RESPONSIBILITIES

OPENING SHIFT RESPONSIBILITIES

The two opening bartenders are the designated service well bartenders. They are responsible for setting up service wells and preparing the bar to open and operate.

1. Cut fruit and distribute eight fruit trays.
2. Remove well, speed rail, and back bar pour spout covers.
3. Set up primary and back up glassware stations.
4. Bleed soda guns to rid lines of overnight soda trapped in lines.
5. Set up bar, rail and drink mats.
6. Mix puree to par. (1) Pouring (1) Back up per flavor per well.
7. Ensure Red Bull cooler is stocked to capacity.
8. Ensure reach in is filled to capacity.
9. Ensure reach in thermometers reads 38 degrees.
10. Ensure reach in chilled shot bottle.
 - 4 Jager
 - 4 Patron Silver
 - 2 Don Julio Blanco
 - 2 Tuaca
 - 1 Rumpleminz
 - 1 Goldschlager
 - 1 Baileys
11. Ensure well, speed rail and back bar bottles are mirrored.
12. Ensure each LAVU has two back up rolls of single side thermal paper.
13. Par, set up and polish 36 wine glasses and 12 champagne flutes for each bar.
14. Ensure both dishwashers are working and have proper chemical levels.
15. Fold and place six clean bar towels beneath each POS.



SHIFT RESPONSIBILITIES

MID SHIFT RESPONSIBILITIES and MULTI-TASKING

- Return speed rail and back bar bottles to designated locations
- Replace and replenish all 86 bottles
- Maintain bar top, bar floor and floor drains free of all debris
- Prevent hand sinks from becoming dump sinks
- Immediately remove any debris from hand sink
- Wipe, clean and dry bar top spills immediately
- Monitor ice bin levels and request ice as needed
- Monitor glassware depletion and request as needed
- Monitor beer levels and request as needed
- Monitor fruit tray and puree levels, request as needed
- Maintain your zone while providing assistance to adjacent zones
- Serve multiple customers by taking additional orders
- Take additional orders while making drinks
- Remove debris and wipe down the bar top while taking orders or serving drinks
- Attempt drink reorders prior to depletion
- Answer questions with as much detail as possible
- Provide solutions to service problems or notify management
- Discard used towels into the designated bus tub beneath the bar



SHIFT RESPONSIBILITIES

END OF SHIFT RESPONSIBILITIES

Cleaning does not begin until banking out. Do not clean before closing out.

1. Wipe, clean and dry using clean towel, hot water and bleach.
 - Back bar risers, bottles and surface area
 - Speed rails, bottles and surrounding wall
 - Service well and bottles
 - Soda gun, holster and line
 - LAVU terminal and printer
 - Reach in exterior and chilled shot bottles
2. Wash in kitchen dishwasher, dry, replenish and reset.
 - Napkin and straw caddies
 - Salt and sugar rimmer
 - Shaker tins and strainer
 - Jiggers
 - Bar mesh, rail and drink mats
 - Puree bottles and speed pourers
3. Ensure hand and dump sinks, and floor drains are free of all debris.
4. Clean hand and dump sinks, and floor drains with hot water and bleach.
5. Restock your well, speed rails, reach in and back bar with liquor.
6. Restock hand sinks with paper towels and soap.
7. Discard fruit trays and any open Red Bull cans.
8. Deliver used towel bus tubs to used towel storage bins.

SHIFT RESPONSIBILITIES

SERVICE WELL DEEP CLEANING GUIDELINES

1. Burn ice.
2. Deep clean inside, outside and beneath well.
3. Remove, clean and reattach speed rail.
4. Clean soda gun, holster and nozzle but do not disconnect nozzle from gun.
5. Dry entire well, speed rail and soda gun using clean towel.
6. Wipe down, clean, dry and restock liquor bottles.

BACK BAR DEEP CLEANING GUIDELINES

1. Remove all bottles from the back bar.
2. Wipe down, clean and dry back bar.
3. Wipe down, clean and dry liquor bottles.
4. Return clean bottles to assigned location.
5. Restock missing liquor bottles (gap placement).
6. Ensure correct bottle placement with labels facing out (customer line of sight).

WEEKLY INTENSIVE CLEANING UNIT GUIDELINES

- **Monday night:** deep clean, rotate and replenish reach in beer cooler
- **Tuesday night:** clean pour spouts using kitchen dish washing machine
- **Wednesday night:** clean all walls adjacent to wells and speed rails
- **Thursday night:** wipe down the front of the bar removing scuff marks
- **Friday night:** remove, clean, dry and reattach reach in compressor vent cover
- **Saturday night:** run all glassware through kitchen dishwasher
- **Sunday night:** pull out, clean and mop behind reach in beer cooler

SHIFT RESPONSIBILITIES

HEALTH DEPARTMENT COMPLIANCE

1. Ensure hand sinks have hand towels and soap.
2. Ensure hand sinks are free of all debris.
3. Ensure lined trashcan is adjacent to each hand sink.
4. Fill four health department buckets with ster-bac-blue.
5. Ster-bac-blue ratio is one cap per one gallon of water.
6. Place one red health department bucket at each end of both bars.
7. Ensure ster-bac-blue test strips are located inside each LAVU cabinet.
8. Check soda gun holster for build up by swabbing napkins to remove debris.
9. Ensure floor drains are free of all debris.
10. Do not place anything in the ice well except for ice scoop with handle facing out.
11. Immediately report fruit flies, insects or gnats to management.
12. Ensure each reach in has a thermometer.
13. Verify each thermometer reflects 38 degrees.
14. Ensure pens, money, credit cards nor paper clips are stored in glassware.
15. Ensure fruit trays are not cracked or broken.
16. Wipe off condensation inside reach in cooler.
17. Ensure bar mesh is beneath all glassware.

GARBAGE CANS

- Avoid shattering glass by not throwing bottles into garbage cans
- Remove garbage cans before garbage impedes customer line of sight
- Dragging garbage cans, across the floor, destroys the bottom of the can causing it to break and bleed liquid. Ask for assistance or use the dolly to move garbage cans

BREAKING BOTTLES

- Notify management when bottles break to ring in and comp shots
- Burn ice bin if a bottle breaks in proximity
- Do not pick up broken glass with your hands
- Use broom and dustpan to clean up broken glass

TIP POOL

TIP POOL

Our bartenders use house pooling to establish hourly pay rates and tip distribution by;

1. Pooling total cash and credit tips.
2. Calculating pouring hours.
3. Establishing gross tips.
4. Tipping the bar back 15 percent
5. Establishing net tips.
6. Dividing net tips by pouring hours to determine hourly pay rate.
7. Multiplying individual pour hours by hourly pay rate.

Total Cash: \$1250

Bartender 1 Total Credit Card Tips: \$250 with 4 Total Pouring Hours bartending 8pm -12am

Bartender 2 Total Credit Card Tips: \$399 with 6 Total Pouring Hours bartending 8pm -2am

Bartender 3 Total Credit Card Tips: \$278 with 6 Total Pouring Hours bartending 8pm -2am

Bartender 4 Total Credit Card Tips: \$433 with 6 Total Pouring Hours bartending 8pm -2am

Bartender 5 Total Credit Card Tips: \$410 with 8 Total Pouring Hours bartending 6pm -2am

Bartender 6 Total Credit Card Tips: \$348 with 8 Total Pouring Hours bartending 6pm -2am

- **Total Gross Tips: \$3,368**
- **Bar Back Tip out: - (15%) = \$505**
- **Total Net Tip – Bar Back = \$2863**
- **Total Hours: 38**
- **Hourly Tip Rate = \$75**

Bartender 1 Total Pouring Hours: $4 \times \$75 = \300

Bartender 2 Total Pouring Hours: $6 \times \$75 = \450

Bartender 3 Total Pouring Hours: $6 \times \$75 = \450

Bartender 4 Total Pouring Hours: $6 \times \$75 = \450

Bartender 5 Total Pouring Hours: $8 \times \$75 = \600

Bartender 6 Total Pouring Hours: $8 \times \$75 = \600

CONCLUSION

CONCLUSION

Although this is the conclusion, it's not the end. This is just the beginning. Everything we discussed barely scratches the surface of what it takes to become a bartender. This training manual provides a tremendous amount of information. However, teamwork and integrity is the most.

TEAMWORK

Our bar is a team. Our bartenders are team players who embrace teamwork by opening, operating, closing, cleaning, counting tips and leaving the bar together. Our bar staff is no different than a sports team. We are both comprised of multiple players, with different strengths and weaknesses, working towards a common goal. Our goal is superior service and great tasting drinks. Achieving this requires;

- Returning bottles after pouring (bottle placement)
- Replenishing bottles after depletion. (gap placement)
- Cleaning as you go (multi-tasking)
- Recommending drinks (up selling)
- Well, rail and back bar set up (opening responsibility)
- Mirroring back bars (customer line of sight)

Some bartenders are phenomenal in service, but struggle at mid, while others feel caged in both positions but thrive at the Point. Regardless, all bartenders should be of equal value in terms of production and work ethic.

Teamwork isn't about who makes the least mistakes or who rings the most. It's about coming to work, doing your job and providing assistance to the bartender beside you.

INTEGRITY

Integrity is everything. Without it, you have nothing and no place behind our bar. You will encounter opportunities and make decisions throughout your shift. No matter what, maintain your integrity. Build a reputation beyond reproach by establishing your cash handling accuracy, honesty and work ethic.



A Dahlstrom & Rideout Company

Who's Behind The Most Requested Bartender Training Manual In The Industry?

The Bar Experts Preston Rideout & Ryan Dahlstrom are 2 of the most diverse operators in the industry.

Bar Manuals is focused on increasing the profitability of Restaurants, Bars, Nightclubs, Gentlemen's Clubs, Live Music & Entertainment Venues through our innovative operation & marketing techniques.

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