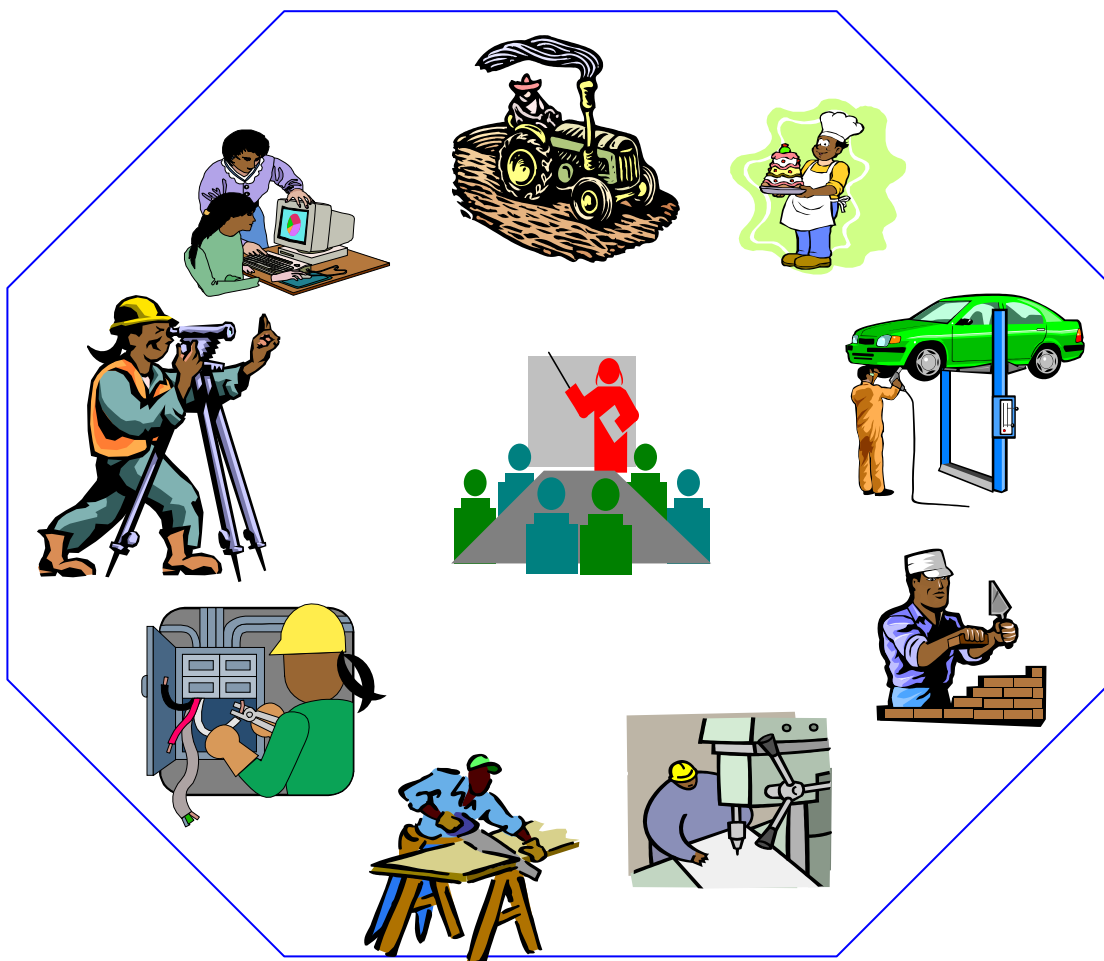




# FOOD AND BEVERAGE SERVICES LEVEL I, Curriculum, based on March, 2019, Version 3 Occupational standards (OS)



United Nations  
Educational, Scientific and  
Cultural Organization



**Module Title: Cleaning and Operating Bar Areas**

**LG Code: CST FBS1 M04 LO (1-6) LG (17-22)**

**TTLM Code: CST FBS1 TTLM 0221 v1**

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<b>LG#17</b>	<b>LO 1# Clean bar and equipment</b>
<b>Instruction sheet</b>	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> <li>• Cleaning <i>bar surfaces and equipment</i></li> <li>• Operating equipment</li> <li>• Checking condition of utensils and glass wares</li> <li>• Disposing of broken and cracked items and other wastes Safely</li> </ul> <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> <li>• Clean <i>bar surfaces and equipment</i></li> <li>• Operate equipment</li> <li>• Check condition of utensils and glass wares</li> <li>• dispose of broken and cracked items and other wastes Safely</li> </ul>	
<b>Learning Instructions:</b>	



1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).
6. If you earned a satisfactory evaluation proceed to “Operation sheets
7. Perform “the Learning activity performance test” which is placed following “Operation sheets” ,
8. If your performance is satisfactory proceed to the next learning guide,
9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”.



## Information Sheet 1- Cleaning *and surfaces equipment*

### 1.1 Cleaning *bar surfaces and equipment*



- ✓ service counters
- ✓ beer, wine and post-mix service points
- ✓ cash register and related equipment
- ✓ refrigeration equipment
- ✓ ice machines
- ✓ blenders
- ✓ coffee machines
- ✓ utensils
- ✓ glassware
- ✓ food containers for garnishes and chips
- ✓ glass washers



Cleaning to be done throughout the day



Some tasks are important enough that they need to be done regularly throughout the day. Whether you want to instruct employees to simply do these tasks as a reflex or add them as a shift-based cleaning schedule for your restaurant.

## **They need to be regularly addressed**

### **1. Wipe down the bar:**

Good restaurateurs and bar owners put a lot of work into their bars. Whether aged wood or gleaming granite, a bar's surface is an important statement about the kind of establishment, you are running..

### **2. Take out the trash regularly:**

The pace of bartending can change unexpectedly -- what started as a slow day can shift when the bar is suddenly slammed.

Taking out the trash regularly rather than letting it pile up throughout a shift is a good way to handle an unexpected pace change. While a 3/4 full trash can may not seem like an immediate concern, you don't want to get caught in the middle of a rush with an overflowing waste basket..

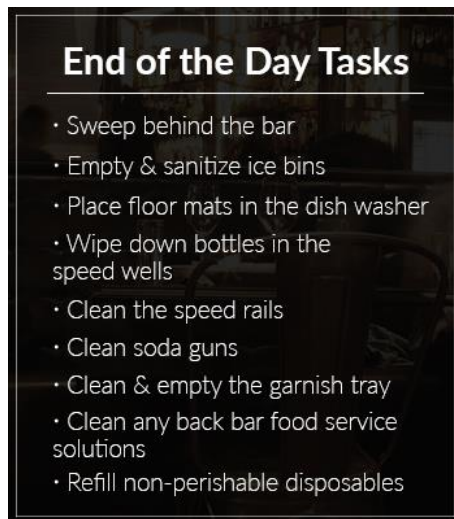
### **3. Clean glass washing systems:**

To keep up with the pace of drink service, bartenders have long relied on washing systems for bars. A high-temperature glass washer, like our award-winning solution, is an essential tool designed specifically to ensure that barware is clean and spotless every time you serve a drink





## End of day bar cleaning tasks



**Sinks-** a three compartment sink with integral bauble drain boards is required for drink establishments.

A dish or glass washer cannot substitute for the three compartment sink .sink tubs must be sized to allow for the immersion of the largest kitchenware to be washed; a bar must have a three compartment sink sized for its needs. The glass washer must be sized to accept all small wares in use at the bar.

A bar must have at least one hand washing station, all hand sinks must be wall mounted, separate& distinct, and be at least 18 inches from food preparation area or utensil storage surfaces.

**Dump sink-** is required in the bar for the disposal of liquid matter from bussed glasses & other tableware.

**Mop sinks** -are accessible to bar personnel must be available for use. it must be installed in allocation & in such as to not pose a cross contamination risk to food or food contact surfaces.



Self-Check -1	Written Test
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**1. What are equipment cleaning in the bar ?**

**2. what are end of day tasks?**

-----  
-----

**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

### Answer Sheet

Score = \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Information Sheet 2 - Operating equipment

#### 1.2 Operating equipment

#### Essential Tools and Equipment Every Bar Should Have





## Bartending Tools

Your bar needs experienced bartenders who know how to professionally work behind the bar and provide customers with drinks that are consistent in quality and taste. To do this, bartenders require more than just the right liquor, mixes, and other ingredients that go into making drinks. They need the right tools as well to mix and serve drinks quickly and efficiently.

**Can opener:** - use full for opening cans of fruit & syrup

**Corkscrew-** for opening wine & champagne bottles



**Fig 1.1 Can opener**



## Can opener



Fig 1.2 Corkscrews

**Clothes:** - for wiping surfaces & equipment, these should be damp & not wet

**Cutting board:** - for slicing fruit & other garnishes. This should be heavy& laminated



Fig 1.3 Cutting board

## Bar mats

Bartenders can prepare drinks on bar mats, which can prevent spills and protect the surface of the bar from wet glasses. Made from thick and heavy rubber, these mats provide drainage for any spilled drinks and are easy to pick up and empty into the sink.



Fig1.4

### ***Service mats***

Much the same as bar mats, service mats are where bartenders place drinks that are ready to be delivered to customers by servers. The mats provide stability so there's less spillage, helping to reduce the cost of waste.



Fig1.5

### ***Bar spoons***

Stirring is one way to mix a cocktail, such as a gin or whiskey cocktail, gently mixing the distilled spirit to maintain a balance of flavor.



Fig 1.6



For this bar spoons are essential, with their long twisted handles that make it easy to stir in a smooth circular motion. Bar spoons gently stir the ingredients to just the right dilution without breaking down the ice. They also help bartenders to layer drinks, pouring a second liquor or mix down along the stem of the bar spoon to create a layered drink that's visually appealing.

## **Bottle opener**

One tool that no bar can do without is a bottle opener. For beer on tap, you won't need a bottle opener, but you will for any bottled beer or other capped beverages. Consider using openers that are wall-mounted – they're fast to use and won't be misplaced behind the bar.



Fig1.7

## **Corkscrew**

Invest in professional corkscrews that slide effortlessly into the cork and extract easily without crumbling or damaging the cork. Choose one that's stainless steel with an easy-to-hold handle.



## **Cocktail shaker**

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			September 2020





A well-equipped bar has one or more cocktail shakers to provide customers with the ideal shaken beverage. Ingredients are placed in the sealed stainless steel shaker, typically liquor, syrups, fruit juices, and ice. After vigorously shaking and mixing the drink, shakers allow for easy pouring into the customer glass. Many varieties of shakers come with built-in strainers to separate the ice or other ingredients.



Fig 1.8

### ***Cocktail strainer***

If your cocktail shaker doesn't come with a built-in strainer, you'll want a cocktail strainer. You'll need one of these to create cold ice-free drinks. The strainer is placed over the mouth of the shaker, with the small holes letting the drink pass through, leaving the ice in the shaker.

### **Cocktail rail**

Also known as a speed rail, a cocktail rail is a metal rack that holds those liquors and mixers that are frequently used by your bartenders to prepare drinks. The rail can be attached to the side of the bar for quick access, so bartenders aren't spending valuable time reaching for bottles they use a lot.



Fig 1.9



## Cocktail pourer

Bottles that don't have a pourer are increasing your operating costs. Using measured pourers allows you to control and manage your liquor inventory [Link to a specific article, not a search result] and keep your bartenders from over pouring. Pourers are placed on top of bottles to pour out consistent and even shots of liquor and mixes.



Fig 1.10

## Cutting boards

To cut garnishes for cocktails, your bar will need at least one cutting board. Not only do cutting boards provide a hygienic and safe surface for cutting, they also help protect the bar top and keep knives sharp. Choose one that's sturdy, durable, and non-slip.



Fig 1.11

## Ice bucket

A couple of ice buckets will come in handy if your bartender is working the bar on the other side from where the ice machine is located. It can also double as a wine cooler to keep wine chilled.





Fig 1.12

### ***Ice crusher***

Many cocktails call for crushed ice. Having an ice crusher behind the bar is the ideal way for bartenders to crush ice to the right consistency for your signature cocktails. Look for one that's portable and doesn't take up much room behind the bar. Alternatively, you can buy crushed ice, however this can increase your bar costs.



Fig1.13

### **Ice kit**

Most of the time your ice maker is going to be adequate, but for some of your signature drinks, you can impress your patrons with ice cubes in different shapes. Use spherical for bourbon and whiskey on the rocks or use a floral mold for cocktails.



Fig 1.14



## Jigger

To be sure your bartenders are measuring correctly and consistently, not just for taste but so they're not over-pouring, your bar tool inventory needs to include a jigger. Choose jiggers of different sizes, from .5oz to 2oz.



Fig 1.15

## Juicer

A citrus juicer is a mainstay for any bar. Nothing beats using freshly squeezed lemon, lime, or orange juice in your drinks. Use a hand-held juicer or invest in a larger, standing hand-press juicer if you're creating a lot of juice-based cocktails.



Fig 1.16

## Muddler

It's not just the Mojito that requires a muddler, this bartender's tool is used to create many other cocktails. A good muddler will bring out the aromatics of herbs, spices, and fruits so that their flavors are released and infused into the drink.



Fig 1.17

Look for muddlers that are long-handled and ergonomically designed for easy holding. The long handle keeps bartenders from hitting their hands on the sides of the glass or cocktail shaker, allowing them to mix drinks safely and efficiently. Muddlers should also be durable and dishwasher-safe.

### Rimmer

If you're making margaritas and other drinks that require a rimmed glass edge, a rimmer lets bartenders quickly create the perfect rim of salt or sugar. Choose one with multi trays, adding that burst of flavor to cocktails.



Fig 1.18

### Zester

Although not the most-used tool behind the bar, some drinks such as a Dry Martini or a Cosmopolitan need a dusting of lemon or lime on top. A quick twist with a zester is all it takes for your bartenders to add that visual appeal and boost of flavor to drinks.



Fig 1.19

## Bar Equipment

Just as essential as bar tools is your bar equipment. Invest in equipment that's going to increase the speed and efficiency of your bar staff.

### Glass rack

Space behind your bar is limited – you need to do everything you can to make it efficient and safe for your bartenders to work. A glass rack, either hanging overhead or wall-mounted, can free up valuable space and keep glassware protected. Consider buying glass racks that complement the décor of your bar, such as metal for a modern look or classic oak for a more refined style.



Fig 1.20

### ***Glass washer***

It may seem like a big investment, but you'll be glad you have one during your bar's peak times. A glass washer is specifically designed for bar glasses, making it faster and easier to keep up with the demand for clean glasses. Submersible underwater in your bar sink, bar glass washers install in a breeze and don't require any additional plumbing.



Fig 1.21

## Ice maker

For any of those drinks served on the rocks you'll want to keep up with ice production. Although a larger investment, having a reliable ice maker is essential to keeping your customers happy and keeps you from dashing to the store when you've run out of ice. With your own in-house ice maker, your bartenders can keep ice buckets filled at all times.



Fig 1.22

Self-Check – 2	Written Test
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1. List out tools and equipments of oprating bar

- A \_\_\_\_\_
- B \_\_\_\_\_
- C \_\_\_\_\_
- D \_\_\_\_\_
- E \_\_\_\_\_



**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask your teacher for the copy of the correct answers.

## Answer Sheet

Score = \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Operation Sheet</b>	<b>Operating equipment</b>
------------------------	----------------------------

**PURPOSE:** To make students know how to interpret cleaning and operating bar the concepts.

**Condition or situation for the operation :** Group work not more than 5 students

**EQUIPMENT AND MATERIALS:** -

- glass rack
- Carafe
- Pot
- Glass washer
- Bottle opener
- Can opener
- Electric Blender
- Cocktail shakers
- Cutting Board
- Spirit Measures
- Ice scoop
- Bar spoon
- Free Pourer
- Glass cleaning brush
- Zester
- Hawthorne strainer
- Lemon squeezer
- Fruit Juicer
- Waiters friend
- Aprons
- **Can opener:** -
- **Corkscrew**

**PROCEDURE:** - **Forming group**

**Describing the listed above bar equipments and tools**

**Identifying features**

**Presenting for the class**

**PRECAUTIONS:** - all members need to participate on practical work.



- Everyone should be in the proper place for the practical task as assigned.

**QUALITY CRITERIA:** the practical task should be performed as it is stated on the standard.

## Lab Test

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

### 1. Demonstrate the procedures

#### Information Sheet 3 - Checking condition of utensils and glass wares

### 1.3 Checking condition of utensils and glass wares

There are many small pieces that go into making an entire bar operation work effectively. Choosing the right bar accessories for your staff will give them what they need to succeed.

- Cocktail shakers
- Liquor pourers
- Home bar sets
- Bar jiggers
- Bottle openers

#### Essential items for the bar

Bar & pubs may require additional items to serve guests outfit your bar with the appropriate bar furniture

#### Glassware Wiping and Polishing

- Prepare hot water.
- Fill up 25% of the soaking pan or wine cooler with boiling water. (Water needs to be changed if it gets cold).
- Prepare a dry and cleaned glass cloth.
- Hold the glass stem / bottom with one end of the cloth over the hot water and let the steam surround the glass.
- Insert one corner of the glass cloth, bunched into the glass end.





- Put the right hand thumb into the glass and the fingers outside the glass.
- Move the glass cloth clockwise to polish.
- Put all polished glasses upside down on the tray.
- Always hold the glass at the stem or bottom.

## Cutlery Wiping and Polishing

- Prepare hot water.
- Fill up 25% of the soaking pan or wine cooler with boiling water. (Water need to be Changed if it gets cold).
- Prepare a dry and cleaned wiping cloth.
- Put cutlery in the hot water with the handle up.
- Group different types of cutleries in order.
- Hold the handle of the cutlery and dip it in to hot water.
- Fold the cloth into half, put left end of the cloth on the right hand.
- Hold the cutlery handle with the left hand using the cloth.
- Use another end of glass cloth to polish cutlery.
- The handle is to be polished last before putting it on the clean tray.
- Once polished, don't touch the cutlery.

### Important Points to note before service

- Glassware must be free of chips, stains, dirt or water marks.
- Silver and flatware must not be tarnished, broken, flaked, worn, damaged or dented in any way.
- Never give a warm glass to guest.
- Silverware must not be used if crooked.

<b>Self-Check - 3</b>	<b>Written Test</b>
-----------------------	---------------------

1. what is glassware and list out ?
2. what is utensil and list out ?

**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

### Answer Sheet

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Score = \_\_\_\_\_



## Information Sheet 4 - disposing of broken and cracked items and other wastes Safely

### 1.4 disposing of broken and cracked items and other wastes safely Steps to disposing of broken glass safely

- Protect yourself with appropriate footwear and gloves
- Seal glass in a box, plastic bags or wrap it in several sheets of newspaper
- Tape up any cracked glass such as mirrors, dinner plates, or drinking glasses to prevent it shattering
- Break down larger glass objects
- Clearly label the package, ensuring the garbage handler is aware there is broken glass inside
- Vacuum over the area where glass was broken to remove smaller shards
- Place in kerbside waste bin (do not place in recycling bin)

Need more information? Read on to find out more! There's no doubt that there isn't anyone who wouldn't have broken some kind of glass object at some point in their life. Whether it was your mother's favourite vintage vase, a freshly poured wine glass or a cricket ball through a window. Eventually, breaking glass is pretty much unavoidable for anyone, no matter how careful you are. Along with these day-to-day mishaps come the less common but time-consuming household jobs such as renovating or decluttering your home. This is where even more mess is made, and plenty of glass is broken.



**Different types of glass**



While being mindful of how broken glass is disposed of, it is also important to note that various types of unbroken glass also can't be placed in your kerbside recycle bin. This is because different forms of glass are made of different materials which each melt down at various temperatures. Also, the glass used for windows, mirrors, and light bulbs for example, contain chemicals that are not suitable for reuse. To help understand what glass you can recycle and what glass you can't, refer to the list below: Glass that **CAN** be recycled:

- Clear, green or brown glass bottles – such as wine, beer, soft drink, and sauce bottles.
  - Glass jars – such as jams and spreads (just remember to remove the lids first!).
- Glass that **CAN'T** be recycled:

- Drinking glasses
- Ceramics
- Oven-proof glass
- China
- Light globes
- Window/windscreen glass
- Mirrors
- Medical/laboratory glass
- White opaque bottles

Self-Check – 4	Written Test
----------------	--------------

**1. What are steps of disposing ?**

.....  
.....;

**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Name: \_\_\_\_\_

Score = \_\_\_\_\_



Date: \_\_\_\_\_

<b>LG#18</b>	<b>LO2 # Prepare bar for service</b>
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<b>Instruction sheet</b>
--------------------------

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- *Setting up* and organizing bar display and work area
- Checking and restocking *bar products* and materials
- Storing all items in correct place and at correct temperature
- Preparing a suitable range of decorations, coaster, edible and non-edible garnishes

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- *Set up* and organizing bar display and work area



- Check and restocking *bar products* and materials
- Store all items in correct place and at correct temperature
- Prepare a suitable range of decorations, coaster, edible and non-edible garnishes

### Learning Instructions:

1. Read the specific objectives of this Learning Guide.
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3. Read the information written in the “Information Sheets”.  
Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your t trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).



## Information Sheet 2- *Setting up* and organizing bar display and work area

### 2.1 *Setting up* and organizing bar display and work area

#### How Do I Know if My Bar Is Well Organized?



A good metric to assess the effectiveness of your bar's organization is to evaluate how many items you can count per hour while taking inventory. We have clients that can count approximately 500 items per hour. To maintain this speed consistently for an hour, your bar needs to be very organized.

- Your bartenders will always be able to find products right away, allowing them to pour more drinks per hour during a busy rush
- It will be easy to identify when items need to be restocked, ensuring that you'll always have enough product behind the bar throughout the shift
- When customers scan the back of the bar looking at your selection of a particular category of products (such as bourbons), it will be easy for them to identify the option they want to order

#### **Label Liquor Store Shelves with Masking Tape and a Black Sharpie**





Keeping your storeroom bottles in fixed locations will make it much faster and easier to count them, especially if you use inventory software that contains a mapping system. The best way to ensure items stay in their proper place is to label them.

Many bars choose to use label makers in their storeroom, but there are several reasons why this isn't the most effective approach:

- It's common for the batteries in a label maker to die
- Label makers eventually run out of tape
- They get lost easily

It's better to keep the labeling process simple by using masking tape and a black sharpie. These items are cheaper than a label maker, they're always easy to find around the bar, and it's much easier to update your labels if you change the order of bottles in your storeroom.

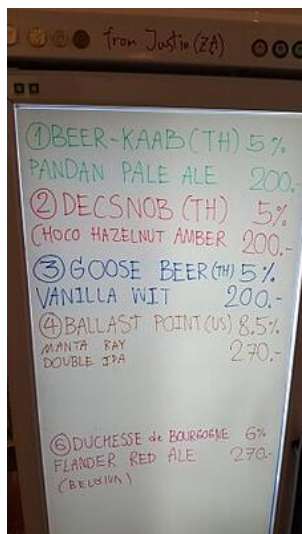
### **Number and/or Label Beer Lines**

We've seen many bars with beer lines that look like a rat's nest. This becomes increasingly problematic when you have a large tap system (20-30 disorganized beer lines can be quite chaotic to sort through). A simple first step to eliminating this issue is to label or number your beer lines:

- Fixed beer lines can be labeled since the product running through the line always remains the same. That being said, we prefer numbering all beer lines, even the ones with fixed products, because it provides a more streamlined and efficient process.
- Beer lines that are rotated regularly should always be numbered. This will eliminate the need to change the label every time you rotate the tap.

Numbering your beer lines will help with planning and prevent your staff from hooking up the wrong line to a new keg. If this occurs, you'll need to bleed the line, which wastes beer and can take a lot of unnecessary time during a busy rush.

### **Use a Draft Beer Whiteboard if You Rotate Your Taps**



When you have a rotating tap list, it requires better organization. If you don't plan your rotations carefully, it'll be hard to track your products during the inventory process. We recommend using a draft beer whiteboard that is set up in the following manner:

- List all beer lines on the left side of the whiteboard
- List the current beer next to the line number
- On the right side of the board, list the next beer that will be coming onto that line

This planning will keep your rotating tap system running smoothly. Once you know which beer is going on a particular line next, we recommend taking this organizational tip a step further by creating the POS button ahead of time so that it's already in place when you tap the new keg.

If you don't have this level of planning, rotating beers on a regular basis becomes chaotic and ineffective. Using a whiteboard and planning your rotations in advance is crucial to ensuring that this process goes smoothly.

### **Use Keg Shelving in Your Walk-In Cooler**

Many bars don't have as much storage space as they would like. This is particularly true in tight walk-in coolers. Keg shelving can effectively double your space and cut down on clutter in your walk-in cooler.

If you have enough horizontal depth to your shelves, we recommend using two-deep shelving. This allows you to have a tapped keg and a back-up in front of it. This is the most efficient use of your space.

Some additional tips to keep in mind when you are installing keg shelves:

- You can either buy commercially pre-made shelving, or you can have your shelves custom-made to fit the exact dimensions of your walk-in. While custom shelves are a little more expensive, they'll also more effectively optimize the space in your walk-in.





- If you're going to use keg scales, make sure you have a flat, sturdy surface that will support your scales. Wire shelves can be hard to use with keg scales because it's difficult to get the scale to fit properly on a wire shelf.
- Leave enough headroom above your shelves so that you can change the beer lines easily. You need about 4.5 inches of headroom to ensure there's enough room to change the coupling on top of the keg without having to pull the keg out completely.
- While leaving proper headroom is important, you don't want to leave too much of it on the bottom shelf. This will make the shelf above it too high, creating unnecessary challenges when trying to change a keg. If you stick to approximately 4.5-5 inches of headroom, you should be able to avoid this issue.

### **Mirror Your Coolers and Wells**



If you have two coolers and/or two wells that store the same items, each cooler/well should be set up in the exact same way. In other words, make sure all items are in the same order from left to right in each cooler/well.

When these areas mirror each other, it makes your operations faster and more efficient. Bartenders can work in any station and know exactly where each item is located. This makes it faster to grab beers out of your cooler or bottles out of your well since your bartenders won't be hunting around to find a specific product.

Mirroring these areas will also provide other benefits:

- It will be easy for your bartenders to see when items need to be restocked
- You can use the order in the cooler to indicate qualities about the beers (for example, you can order your beers from light pilsners and blondes to heavier IPAs and stouts, allowing new bartenders to be able to talk more intelligently about the products before they acquire a sophisticated knowledge of craft beers)

### **Be Strategic about the Height of Your Beer Shelves**



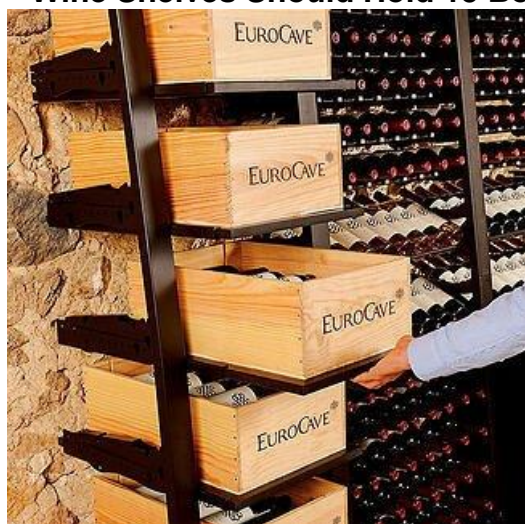
In your coolers behind the bar, your shelves should be appropriate for the height of the beer. You should have shorter shelves for canned beer and taller shelves for bottled beer.

In your storage area, your beer shelves should be constructed in a way that maximizes functionality. It often makes sense to stack cases of domestic beer on the floor because you generally run through them quickly. However, you should create shelving for your craft beers.

### **Map Your Liquor Backups**

As we mentioned earlier, every item behind the bar should have a set place. It often makes sense to have a spare bottle of your most popular liquors behind the bar. These backups are often kept in a small cupboard behind the bar.

### **Wine Shelves Should Hold 15 Bottles**



You should have dedicated spaces for your wine bottles in your storage area. For each slot where you keep a particular wine, you should ideally be able to hold 15 bottles of that wine varietal. This allows you to break down a full case when there are a couple of bottles of the old case left, making the entire new case accessible. This saves space and reduces the time required to restock wine bottles when your bartenders need them during a busy shift.

### **Have a Dedicated Delivery Area**

Establish a system where your delivery people know to drop all new items in a dedicated area where they won't be blended in with your existing inventory. This will allow you to:

- Check to see that everything was delivered correctly
- Make sure you aren't being overcharged for deliveries
- Send back any product that wasn't ordered

If you can't have your deliveries separate from your existing product, it's going to be much harder to check them in, and you'll end up getting overcharged in the long run.



## Proper Organization Saves Time and Increases the Effectiveness of Your Daily Operations and Your Inventory Efforts



There is a strong relationship between good organizational practices and the performance of your bar. In our experience, the bars that are well organized are also the bars that tend to have high performance numbers (all the drinks being poured are also being rung in, and liquor cost is lower).

Self-Check – 1	Written Test
----------------	--------------

1. How organize bar ?
2. How to display in bar ?

**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

### Answer Sheet

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Score = \_\_\_\_\_



## 2.2 Information Sheet 2- Checking and restocking *bar products* and materials

### 2.2 Checking and restocking *bar products* and materials

#### **Products and materials to check**

The exact nature and type of products and materials to check will depend on the individual bar where you are working.

Some bars have very basic requirements and others have extensive requirements.



#### ***All types of drinks***

You need to check: Alcoholic beverages – beers, wines, spirits, liqueurs

Non-alcoholic beverages – aerated waters, fruit juices, milk, cream.

Checks must ensure:

Sufficient quantities of all items to meet expected trade

Juices, milk and cream have not exceeded their 'best before' or 'use by' dates

Stock is readily accessible

Back-up supplies are available.

#### ***Garnishes***

You need to check:

The garnishes commonly required by the bar are prepared and available – these will include basics such as slices of lemon and slices of orange

Ingredients are available to enable preparation of extra

and/or other garnishes as possibly needed by the type of drinks offered on the drink list.





### ***Cleaning equipment***

You need to check:

Equipment and service counters are clean and ready for service

All equipment used in the preparation and service of drinks is clean

Cleaning materials (chemicals, cleaning agents and cleaning tools and cloths) are available and ready to use if needed during trade.

### ***Refrigeration equipment***

You need to check:

All refrigeration units are turned on

Items are operating at the required temperature:

Units containing food (milk, cream, fruit) should operate at 5°C or below

Drink units may have a nominated temperature for different types of drinks – such as 2°C for beer fridges.

### ***Utensils and equipment***

You need to check:

All required utensils are available – items may include:

- Chopping/cutting boards and knives
- Bar spoons to stir drinks
- Cocktail shakers



All required equipment is available – items may include:

- Blenders
- Ice crushers
- Glass chillers



Utensils and equipment are safe to use Items are clean sufficient utensils and equipment are available





Items are laid out in their correct location.

### ***Cloths and towels***

You need to check:

All required linen is available – such as bar runners/towels, swabs, tea towels, cloths

Items have been washed and are clean

Sufficient quantities are available

Items look appealing – not torn, tired or shabby.



### ***Display items***

You need to check:

Advertising and promotional materials are available – these may include:

- Tent cards
- Menus
- Drink lists
- Book matches
- Signage and posters
- Sample products located strategically to encourage sales
- Special displays have been created as required – these may include:
- Displays to support a theme



- Displays for a special event/party
- Displays in a dining area to promote wine.

## Enterprise requirements

Enterprise requirements relating to re-stocking bar products may include:

Only the supervisor may be authorised to order stock

A requisition must be used to order all stock Stock can only be ordered to re-stock the bar to an ominated par level An inter-departmental transfer form must be completed if stock is taken from another bar or department. All stock delivered to a bar must be immediately secured and stored behind the bar or under refrigeration (as appropriate). New stock delivered to the bar must be rotated using the FIFO method – meaning new stock is placed behind old stock.



**Action to take if things are not correct**

**items are not available or**

**You may need to:**

Advise your supervisor – tell them of your concern and they will take the necessary action Order necessary items (materials, ingredients, utensils, equipment, linen) Undertake cleaning which has not been properly done Put away deliveries to the bar which have arrived.



<b>Self-Check – 2</b>	<b>Written Test</b>
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1. Identify restocking bar products ?

.....  
 .....

**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

### Answer Sheet

Score = \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Information Sheet -3 Storing all items in correct place and at correct temperature

### 2.3 Storing all items in correct place and at correct temperature

#### The basics of storage

##### **Stock rotation**

As mentioned stock should be rotated using the FIFO stock rotation method. New stock must be placed behind existing stock

– the existing stock must therefore be brought/moved forward. Rotating stock in this way ensures:

Warm stock is placed behind cold/refrigerated stock – meaning the customer will get a cold bottle/can rather than a warm one

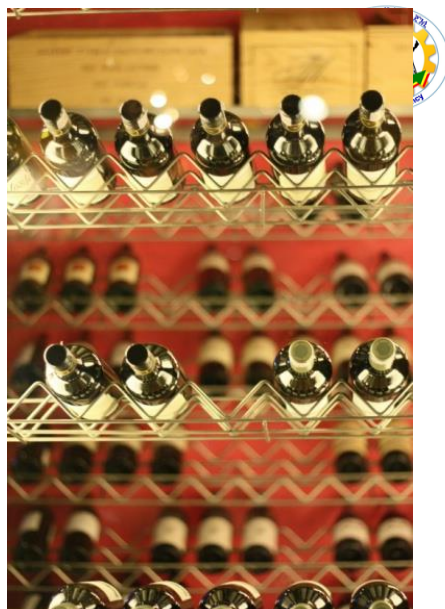
Stock is used in its correct sequence – helping to avoid out-of-date stock.





Note: some premises may buy certain red and white wines with a view to ‘laying them down’ for a number of years to age and grow in value.

These wines should be clearly identified and these wines will not be rotated on a FIFO basis.



### ***Storage basics***

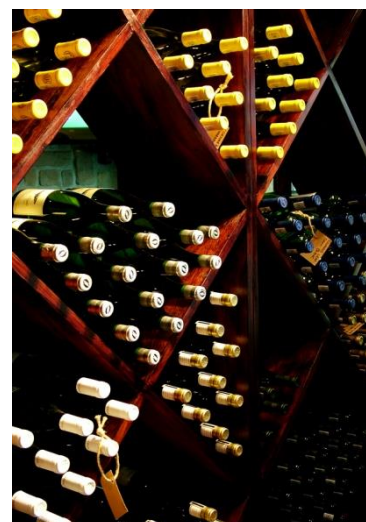
Beverages must be stored in the right place, and at the right temperatures.

This may include keeping:

Packaged beer in a cool storeroom or in a refrigerated cool room – this is a requirement where the bar also doubles as a bottle shop and where bar staff are also required to sell products for take-away/consumption off the premises. Packaged beer for service in the bar should be kept in refrigerators at service temperature (1°C to 3°C)

Beer kegs in a cool room or cellar – for remote pull systems the recommended temperature range is 5°C to 10°C and for direct pull systems the recommended temperature range is -1°C to +1°C

Debate exists as to the optimum storage temperature for red wine – some will nominate a precise temperature (say, 15°C), others will nominate a temperature range (say, 14°C to 18°C), while others will indicate different reds should be stored at different temperatures depending on where they were made, the grapes used, and the vintage. This said, generally speaking, reds are kept at ‘room temperature’ in a room out of direct sunlight: red wine bottles should be stored lying in racks, on their sides, to keep any corks wet – this stops them drying out and





allowing the wine to oxidise. Where the red wines are capped with a Stelvin seal (screw cap), it makes no difference whether the bottle is stored standing up or lying down because the seal is air-tight: tradition may require the venue stores Stelvin-capped wines lying down to fit their red wine display racks

White wine is best kept stored in a cool storeroom or placed in a refrigeration unit until required. In practice this will usually mean they are stored at around 2°C to 3°C even though there may be very legitimate reasons for storing them at (slightly higher) temperatures, up to 10°C for some whites in order to enhance their flavour. Check the following sites for additional information about the storage temperatures for wine:

Dairy items (milk, cream) should be kept under refrigeration (below 4°C) at all times

Juices can be stored in a cool storeroom and or in a refrigerator (below 4°C) until service

Spirits and liqueurs are to be stored in a cool storeroom or on shelves in a bar: keep out of direct sunlight

Fortified wines can be stored at room temperature but some establishments require their *dry sherries* (only) to be stored under refrigeration.



## **Storage options**

Behind a bar the common storage options are:

Refrigeration units – for beers, aerated waters, white wines, fruit and dairy products

Storage cupboards – for general purposes items such as stationery, accompaniments (see next Section), swabs and towels, back-up supplies of stock, spare utensils and equipment.

## **Wine units**

The growth in the popularity of varietal table wines, the increase in customer knowledge about them and higher levels of customer expectations has seen the need for many bars to offer premium bottled wines for sale by the glass.

This concept allows customers to enjoy just one glass of a top quality wine without having to buy (or drink) the entire bottle.

The ability of premises to offer such wines by the glass has resulted in the growth of a variety of wine dispensing units able to hold opened wine (at room temperature, or under more controlled conditions [temperature and humidity]), using nitrogen to replace air/oxygen in the bottle and avoid problems associated with oxidation.

## **Pest control**

Standard pest control measures should be applied in a bar to control pests.

The three standard practices are:

Build them out – this means:

1. Blocking up holes where they can enter

Fitting fly screens

Chase them out – this means:

2. Using sprays to get rid of flies, mosquitoes and other flying and crawling pets

Using traps to catch mice and rats





Starve them out – this means:

Cleaning the bar area regularly and properly

Not leaving food or water lying around to serve as a source of sustenance.

Self-Check – 2	Written Test
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1. Identify correct temperature and correct place for sinks ?

.....  
 .....

**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask your teacher for the copy of the correct answers.

### Answer Sheet

Score = \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Information Sheet -4 Preparing a suitable range of decorations, coaster, edible and non-edible garnishes

### 2.4 Preparing a suitable range of decorations, coaster, edible and non-edible garnishes

Some bars will have very little in the way of garnishes and decorations, and some will have quite a deal.

This Section explains the need for, and identifies, garnishes and accompaniments.

#### Need for garnishes and accompaniments

Over time bars have evolved into places where some decorations, coasters, garnishes and/or accompaniments are required.

In many instances, these items are necessary:





To meet customer expectations

To meet competition

To differentiate the establishment from the opposition.

### **Sample items**

You may find the following 'miscellaneous' items behind a bar to enhance the presentation of drinks:

Coasters – these can be placed on bar counters, tables, shelving, and served with individual drinks

Decorations – there is a wide range of animal figures, umbrellas and the traditional mermaid

Edible garnishes – usually lemon and orange slices, but can include almost anything where the bar serves an extensive variety of cocktails

Non-edible garnishes – includes hollowed-out pineapples and coconut shells for eye-catching cocktails



Drinking straws – these may be long or short, straight or flexible: they may also be individually wrapped or stored in a container to comply with health regulations.

### **Preparation**

It is important for these items to be prepared as part of the set up procedure, and restocked in the same way that beverage products are ordered.

### **Garnishes**

Garnishes should be prepared fresh for each service session.

Where your venue stores left-over garnishes from previous sessions, these should be used first, before freshly made one .After cutting and preparation, garnishes may be :Stored on a plate or saucer Placed into a plastic or stainless steel containerCoveredRefrigerated.

Garnishes should be prepared as shortly as possible before service as leftover ones look tired and unattractive.



## Accompaniments

- Preparing accompaniments involves:
- Checking they are available
- Re-stocking supplies of drinking straws
- Ensuring the containers they are supplied in are open and readily accessible
- Placing individual decorations/items into other containers ready for use.
- Check out the following website for ideas about bar items and accompaniments available:

<b>Self-Check – 4</b>	<b>Written Test</b>
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### Define :-

1. decorations
2. coaster
3. edible
4. non-edible garnishes
5. **Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

### Answer Sheet

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Score = \_\_\_\_\_



<b>LG#19</b>	<b>L03# Take drink orders</b>
<b>Instruction sheet</b>	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> <li>• Taking notes and memorizing orders correctly</li> <li>• Checking products and brand preferences</li> <li>• Making recommendations and suggestions to customers</li> <li>• Identifying any <i>specific customer preferences</i></li> <li>• processing customer payments</li> </ul> <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> <li>• Talk notes and memorizing orders correctly</li> <li>• Check products and brand preferences</li> <li>• Make recommendations and suggestions to customers</li> <li>• Identify any <i>specific customer preferences</i></li> <li>• Process customer payments</li> </ul>	
<b>Learning Instructions:</b>	
<ol style="list-style-type: none"> <li>1. Read the specific objectives of this Learning Guide.</li> <li>2. Follow the instructions described below.</li> <li>3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.</li> <li>4. Accomplish the “Self-checks” which are placed following all information sheets.</li> <li>5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).</li> </ol>	





## Information Sheet 3- Taking notes and memorizing orders correctly

### 3.1 Taking notes and memorizing orders correctly

When customers place a drink order, either at the bar or at the table, they expect they will receive the drink they have ordered. This necessitates you noting or memorising the order correctly. Your employer also expects you to get the drink order right so you deliver high levels of customer service and to avoid wastage caused when the wrong drink is mixed, served and rejected by patrons. This Section describes practices to ensure customer orders are correctly taken.

#### Greeting the customer

When taking a drink order, always greet all customers in a friendly manner.

#### Taking orders

Accuracy is important regardless of whether the order is written down or memorised. If you are not sure of exactly what is being ordered, ask the customer to repeat it or clarify it. You should repeat the order back to the customer to check you have heard the



order correctly. Behind a bar, it is preferable for service staff to memorise the order, whereas an order taken at a table may have to be noted down. In some cases, the person taking the order might not be the same person who prepares or serves it so legibility and clarity are important for hand-written orders.

Many venues use a standard order form and may employ a range of house-specific abbreviations familiar to all staff – for example:

OJ = orange juice

DWW = Dry, white wine.

#### Make sure the order is clear

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Lots of drink orders have the potential to be misinterpreted unless they are clearly explained. For example, a customer may come to the bar and say ‘A beer thanks’ and be quite clear in their own mind about exactly what they are ordering, but they have not stipulated:

- The brand they want
- The style of beer required
- Whether they want a can or glass
- The size they want.

The moral of this story is where there is room for confusion, ambiguity, options or alternatives make sure you clarify the situation, for example: If they order “rum” do they want?

Dark, white or other?

Under- or over-proof?

Imported or domestic?

If they order a “glass of white wine, do they want

Dry?

Sweet?

If ever there is the possibility of a mix-up, you must always clarify the order.

### **Enterprise standards**

There are lots of variations possible for many commonly ordered drinks so businesses usually have their own standards about how to interpret orders which may be unclear.

It would become very time consuming and repetitive to ask every customer to clarify orders such as ‘Brandy and dry’ – for example:

Do they mean a full or half nip?

Do they want it served in a short or long glass?

Ice or no ice?



### ***Full or half nip?***

It is usual for bar staff to interpret an order for a spirit as a request for a full nip (30 ml). This means if a customer orders a ‘Vodka and tonic’ you will serve them a 30 ml of vodka. House rules may require you to ask the customer “Full or half?” but this can be time consuming and tedious. Some premises will have house rules preventing you from serving double shots of spirits or liqueurs for responsible service of alcohol reasons – check with your supervisor.

### ***Long or short glass?***

If the customer does not specify whether or not they want a long or short glass, it is industry practice to make the drink in a long glass (one of approx. 200 ml capacity). Once again, house rules may require you to ask “Long or short?”

### ***Ice or no ice?***

If the customer does not mention whether they want ice or not it is standard practice to add ice. Note however any drink ordered ‘neat’ should not have ice added. A spirit ordered ‘on the rocks’ means the customer wants it poured over ice – nothing else added: no water, no mixer or aerated water. Note to any drink order ‘with water’ (such as ‘Scotch and water’) should **not** have the water added by bar staff: common practice is to pour the neat Scotch or other spirit into the glass and offer the water jug to the customer so they can add the amount of water they deem appropriate





## Self-Check -1

## Written Test

1. List taking order procedure?

.....  
.....

### Information Sheet 3- Checking products and brand preferences

#### 3.2 Checking products and brand preferences

There are many different products and brands available with more coming onto the market seemingly every day. It makes good sense and is excellent customer service to check with the guest regarding their preference if they have not specified what they want. This Section presents information to assist in ensuring customers receive the drink they want.

##### **Personal preference**

Some people are devoted to a certain brand and simply will not want to drink anything else – if your bar does not stock *their* brand they will not drink a substitute. People like this will usually switch drink *type* rather than drink an alternative brand. Some people will prefer one brand but will be happy to drink something else understanding a bar cannot possibly stock every brand of spirit available. Other people consider price and prefer to drink a cheaper, domestic brand if one is available – they will appreciate you pointing this out to them.

##### **Pour and Call brands**

Behind the bar, most venues stock a ‘Pour’ brand, as well as several ‘Call’ brands, and you must know what these are in order to: Answer customer questions Provide the drink that satisfies identified customer need and preference.

##### ***Pour brands***

A ‘pour’ brand (sometimes referred to as a ‘house’ brand) is the brand of spirit (or other drink such as liqueurs or wine) used/poured if a customer does not specify a brand name. If the customer simply asks for a ‘Scotch’, then they have not indicated a preference for one particular brand so it does not matter what brand you pour them just so long as it is Scotch.



Usually pour brands are cheaper alternatives to recognised national brands but sometimes they are the better known, better quality, premium brands.

### ***Call brands***

A ‘call’ brand is the brand specified by or called out by the customer. Instead of just asking for a ‘Scotch’, the customer would ask for a specific brand – perhaps a Johnnie Walker. Most bars will stock a range of call brands, but no bar can stock them all.



You need to become familiar with the ones you stock so you can accept an order straight away, or inform the customer you do not stock their preferred brand. Always be alert to the possibility to up-sell the customer to a more expensive brand. Where you do not have the call brand the customer asks for you should: Apologise or not having the brand asked for Offer an alternative.

Self-Check -2	Written Test
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1. write down checking mechanism of brand ?

**Note: Satisfactory rating 20 points**

**Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

### **Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Score = \_\_\_\_\_



### Information Sheet 3- Recommending and suggesting to customers.

#### 3.3 Recommending and suggesting to customers.

The following are five recommendations:

##### **1. Capture and analyze feedback to enhance the guest experience**

Hoteliers should proactively capture, analyze and act upon guest feedback. The sources of feedback should not be limited to guest satisfaction surveys and travel review websites but also include input from hotel staff. The value of the feedback lies largely in the ability to make sense of the raw data, translating it into specific actions the hotel can take to drive GEM improvement.

From an organizational perspective, the feedback should facilitate a culture of guest centricity and continual improvement in delivering superior guest experiences based on an understanding of the unmet wants and needs of different segments.

##### **2. Track and measure performance**

Multiple tools and measurement indices, the most widely used of which is Net Promoter Score®, can be employed to gauge the current state of guest satisfaction and track progress over time. These indices provide a good read by soliciting feedback from guests about different aspects of their stay experiences. The best approach may be to combine multiple types of metrics.

Some top-performing hotels have instituted comprehensive scorecards that now track ten or more different metrics beyond Net Promoter Score®, including guest request and problem resolution rates and brand advocacy and sentiment on travel review sites.

To measure progress, hotels need to create baselines and standards. How long, for example, should it take to respond to a guest request? Standards help ensure a consistent level of service across the property and are the basis for tracking improvement.

##### **3. Tie staff incentives to guest satisfaction**

To instill an organizational focus on enhancing the guest experience, a hotel should put financial rewards in place. Such rewards might include bonuses based on, for example, the percentage increase of Net Promoter Score®. For every manager who affects guest survey results, a portion of their annual incentive might be tied directly to this metric.

By aligning employee incentives with corporate goals and guest needs, a hotel's workforce will become increasingly guest-centric in its overall behavior. Also, think in



terms of building staff morale, by empowering employees not only with incentives but better tools to do their jobs.

#### **4. Focus on guest segments that stand to benefit most.**

A GEM business initiative is likely to benefit some segments more than others. Resources should be allocated accordingly.

A business traveler staying only one night probably has no interest in interacting with the front desk. Staying for a week with dinner plans and time to explore, the same guest may be more inclined to make use of hotel facilities. A family traveling on vacation is an entirely different story in terms of their likely level of interaction with hotel staff and the amount of time and money they may spend across the property.

#### **5. Treat each guest like a celebrity**

With GEM, the goal should be to treat each guest as a celebrity. But keep in mind: there's a fine line between familiarity and harassment. Hotel staff don't want to be perceived as stalkers. Rather, all parts of the hotel should act as an extension of the subtle, helpful concierge in the lobby.

Like celebrities, guests are often leery of strangers calling them by name or behaving in a way that would suggest that they know too much about them. What they really want is to be afforded a measure of anonymity, a pretense of formality, even, while still receiving benefits that are relevant to them. VIP guests may like nothing more than to be treated with quiet regard, to be granted special status upgrades and access to exclusive amenities.

Hoteliers should treat their guests like celebrities in the best sense of the word. Rather than fawning service and exaggerated familiarity, they should engender relationships that make guests feel comfortable —and like movie stars.

<b>Self-Check -3</b>	<b>Written Test</b>
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1. list out five recommendation steps ?





## Information Sheet -4 Identifying any *specific customer preferences*

### 3.4 Identifying any *specific customer preferences*

#### What Do Customers Want from a Bar?

Customers often feel differently about their favorite bar than they do about their favorite restaurants or coffee shops. A bar is a very intimate and personal establishment. Customers visit bars to wind down after a busy work week, connect with old friends and new acquaintances, share their problems and concerns with an eager listener, and enjoy good times with good food and drinks. Because a customer has such a personal relationship with his or her favorite bar, they may come to think of it as "their" bar, even though you are, in fact, the owner of the establishment.

#### **Customers Want Intimacy and Uniqueness**



Above all, customers want a bar that is intimate and personal. By including unique items on your menu or creating small, intimate conversation areas throughout your bar, you can make sure that your establishment stands out from the rest.

#### **Customers Want Variety**

There is a delicate balance between predictability and variety that must be reached in a bar. Customers do want their favorite bars to be predictable and comforting, but they also want to see a little variety every now and then. New drink specials, new menu items, and even a change in décor for special events can go a long way in improving a customer's opinion of your bar.

#### **Customers Want Cleanliness**

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Believe it or not, the cleanliness of your bar is, at some level, a determining factor in customer satisfaction. Customers don't often feel that they are making a decision about a bar based on the cleanliness of the establishment, but a clean bar can ensure that customers feel comfortable and at ease. If your bar is cluttered or visibly dirty, customers may not want to stay long. They may also begin to mistrust the quality of your food and drinks. Your bar doesn't have to be as shiny as a five star restaurant, many customers don't mind a little shabbiness in their favorite bars, but you should make sure that your bar is clean and sanitary.

### **Customers Want Quality**

Perhaps the most important thing that customers are looking for in a favorite bar is quality. Quality means different things to different customers. Some associate quality of a bar with the quality of their liquor. Others believe that quality is created by ambience and atmosphere. Still other customers believe that the quality of the bar is determined by the quality of the bartender or the clientele. Decide how you plan to market your bar, and ensure that the customers you hope to attract find the quality they are seeking.

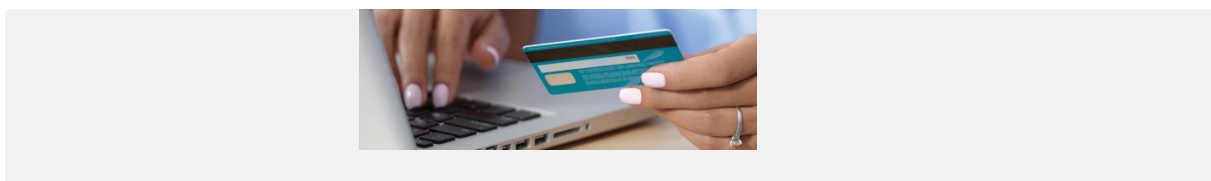
<b>Self-Check -4</b>	<b>Written Test</b>
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1. Write down customer preference ?



## Information Sheet -5 Identifying any *specific customer preferences*

### 3.5 processing customer payment



The most important payment processing features for hotels



Payment processing is a key part of the organization and management of a hotel, and whether online or in-person, it is important to have many ways of processing your guests' transactions in a secure, efficient way. Accepting a variety of payment options not only expands your customer base, but improves the customer experience from booking to check out, increasing brand loyalty.

Website payment processing integration offers benefits such as:

- Instant payments – transactions are processed instantly, saving you time and giving your customers peace of mind that their booking was completed
- Reliability – guests will consider your hotel more credible and reliable if they can complete their booking easily online
- Increase in sales – by accepting credit and debit cards on your site, your rooms and services are made available to more potential customers
- Decrease in overhead – your staff won't need to manage phone and email communications for bookings if guests can take care of it themselves
- More visibility – integrating your website payment processing with booking agents and channel managers means increased exposure for your hotel, by ensuring your hotel is visible and your availability information is current on comparison websites and search engines



## In-person payment processing

The ability to accept a variety of payment methods in person at the front desk is important, as not all guests arrive with a pre-planned trip, or prefer to pay offline after booking online. Some also want to amend their existing booking, making changes or adding services. Making this process as smooth as possible for both the guests and your staff means adding revenue to your hotel and increasing customer satisfaction.

### Mobile POS

Mobile point of sale systems offer a range of benefits to both guests and hotel staff. For the guest, a mobile POS allows them to stay comfortably in their seat while ordering and paying at the bar, restaurant, or pool. They also have the peace of mind that their credit card is safe, as it never leaves their site. Hotel staff efficiency is improved because the wait staff can cater to one table at a time, avoiding distractions and long queues for payment



### Pre-authorized payments

A simple yet valuable part of processing payments in hospitality is the pre-authorization of funds. Upon booking, a pre-authorization ensures that whether you or your guest cancels the booking for any reason, there is no need to process a refund (thus avoiding potential fees in refunding a transaction). Upon check-in, the hotel can place a hold of funds on the guest card for covering additional charges such as room service, or for liability purposes. With the funds held until check-out, you do not need to worry that the guest will leave without paying for the room and services.

### Virtual terminals

Some guests feel most comfortable booking by speaking with someone directly. For guests who are paying in person or over the phone, virtual terminals are a system for manually accepting these payments. You can also use virtual terminals to process virtual cards received from online travel agents (OTAs) such as Booking.com and Expedia Secure. Virtual cards act like physical credit cards but private payment data is not transmitted to the hotel or stored, and is PCI compliant for a high level of security.



Customers expect efficiency, security, and ease in completing their transactions. A complete payment solution will include all of these above elements, and will ensure you fulfill the demands of your guests, keeping them coming back for future stays.

<b>Self-Check -</b>	<b>Written Test</b>
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1. What is payment system in hotel?

<b>LG#20</b>	<b>LO4# Prepare and serve non-alcoholic drinks</b>
<b>Instruction sheet</b>	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> <li>• Serving drinks promptly and courteously</li> <li>• Preparing drinks according to legal and enterprise standards</li> <li>• Preparing and serving <i>non-alcoholic beverages</i> to customer preference</li> <li>• Minimizing wastage and spillage</li> <li>• Checking beverage quality and taking corrective action</li> <li>• Reporting beverage quality issues promptly</li> <li>• Providing tray service</li> <li>• Attending to any <i>mishaps</i> promptly and safely</li> </ul> <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> <li>• Serve drinks promptly and courteously</li> <li>• Prepare drinks according to legal and enterprise standards</li> <li>• Prepare and serving <i>non-alcoholic beverages</i> to customer preference</li> <li>• Minimize wastage and spillage</li> <li>• Check beverage quality and taking corrective action</li> <li>• Report beverage quality issues promptly</li> <li>• Provide tray service</li> <li>• Attend to any mishaps promptly and safely</li> </ul>	
<b>Learning Instructions:</b>	

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1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the “Information Sheets”.  
Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).



## Information Sheet .1 Serving drinks promptly and courteously

### 4.1 Serving drinks promptly and courteously

#### **polite ways to offer someone a drink exercise**

How to complete the exercise polite offers

Using the the 12 examples of how to offer someone a drink and try write a short polite dialogue. There is an example of a short conversation between two people.

1. Do you want a drink?
2. Do you want a glass of juice?
3. Would you like a drink?
4. Would you like a glass of juice?
5. Can I get you something to drink?
6. Can I get you a glass of juice.
7. Could I get you something to drink?
8. Could I get you a glass of juice?
9. Do you want something to drink?
10. Do you want some juice?
11. Would you like something to drink?
12. Would you like some juice?

Example if a brief conversation between 2 people

Use the conversation below to help you. After practice the conversation with a friend.

Jane Would you like something to drink?

Jason Yes, thank you.

Jane What would you like?

Jason Water or juice would be fine, thank you.



Jane Would you like orange juice, pineapple juice, or grapefruit juice?

Jason Well, if it's not too much trouble, grapefruit juice would be good.

Jane It's not any trouble at all. Wait just a minute. I'll be right back.

Jane Here you are.

Jason Thank you very much.

Jane If you want more, just let me know.

Jason Thank you. This is really good. I was so thirsty.

Jane You're quite welcome. If you were that thirsty, you should have said something. You didn't have to wait for me to offer.

Jason Thank you so much. You're very kind.

Jane Oh, think nothing of it at all. You're quite welcome.



<b>Self-Check -1</b>	<b>Written Test</b>
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1. Prepare a polite conversation ?



## Information Sheet .2 Preparing drinks according to legal and enterprise standards

### 4.2 Preparing drinks according to legal and enterprise standards

#### Common liquor-related requirements

Many countries have regulations relating to:

The age of people who can be served with liquor  
The age of people who can be in licensed venues– even though they are not consuming alcohol  
Hours that liquor is allowed to be served



Whether liquor can be served for drinking on or off the premises  
The areas from which liquor can be served and sold

Who may be served with alcohol – prohibitions may apply to certain classes of people

Behaviour of people on licensed premises.

There may also be a requirement anyone serving alcohol must hold an RSA certificate.

#### Enterprise standards – drinks

Following are some enterprise standards used when preparing and serving drinks – they indicate glassware, ingredients and measures. Remember each establishment may have its own guidelines and these should take preference over the following to achieve the required consistency and/or profit targets.

#### Soft drink

Glassware: Highball

Method: 1/3 full of ice Add soft drink





Garnish/Additional: Straw Add a slice of lemon to mineral water, soda water, water, lemonade, tonic and squash



## Juice

Glassware: Highball

Method: 1/3 full to fice

Add juice

Garnish/Additional: Straw

Slice of lemon or orange according to juice type

## Spirit – ‘on the rocks’ or ‘on ice’

Glassware: Old Fashioned

Method: 1/3 full of Measure of spirit (30 ml)

Garnish/Additional: Non

Spirit with mixer

Glassware: Old fashioned (for short glass) Highball (for long glass)

Method: 1/3 full fice Measure of spirit

Add mixer

Garnish/Additional: Straw – optional  
Lemon garnish – in clear spirits:  
vodka, gin, tequila  
Orange garnish in all orange-based drinks



## Liqueur – neat

Glassware: Liqueur glass

Method: Measure of liqueur



Garnish/Additional: Not normally

### **Liqueur – with mixer**

Glassware: Old Fashioned or Highball

Method: Measure of liqueur Add mixer

Garnish/Additional: Straw Lemon or orange garnish if required

### **Wine – red or white**

Glassware: Wine glass

Method: Dispense out of cask or bottle

Garnish/Additional: None



### **Bottled beer**

Glassware: Pilsener or Pot/Handle

Method: Open bottle may need to pour beer before serving (tilt the glass to avoid creating a large head), or house rule may be to allow customer to pour their own

Garnish/Additional Normally none (lemon or lime wedge with Corona)

### **Draught beer**

Being able to 'pull a beer' is an essential skill for all bar staff.

It is important when pulling beer to avoid spillage or wastage: beer costs money, you're your boss will not be impressed if you waste it.

A good beer:

Has about 2.5 cm of head

Should be cold enough to put a frost on the outside of the glass

Should be slightly effervescent.

Glassware to choose from can include:





- Pot
- Handle
- Pilsener
- Glass.
- Pouring draught beer

The following are the steps involved in pouring a draught beer.

1. Keep the glass away from the tap,

hold the glass on an angle to break the fall of the beer. Never hold the glass straight up and down, or the beer will have too much head: do not knock the glass against the tap or it may crack or chip the glass.



2. Turn the beer tap on quickly and ensure the glass is angled so beer hits the side of the glass about halfway down the main trunk.

Never turn the tap on slowly, or the beer will 'squirt' out from the beer tap and result in loads of froth and wastage.

3. As the glass starts to fill and the beer reaches three quarters of the way up the side of the glass, lower the glass away from the tap and straighten it.

Keep pouring beer until the glass is full and has the appropriate amount of head: you may have to 'drop' the glass to get the 'head' right.

### ***Things to remember when pulling draught beer***

#### ***Do not over-pour beer***

If you fill the glass too much this will:

Give the beer no head

Waste beer



Produce a very unattractive looking product.



### ***Check the quality of the product***

If beer is pouring heady, cloudy, slow or warm, alert the appropriate person (cellar person, supervisor) immediately.

### ***Always use clean glasses***

It is standard practice to use as fresh glass for every beer – you should not re-fill a previously used glass.

Grease from people's lips (who are eating a meal) and lipstick can flatten beer.

Ensure glasses have lipstick removed – hand washing can be necessary to achieve this.



Make sure glasses are not cracked or chipped before using them: a visual inspection is required.

### ***Never touch/knock the glass on the tap***

This is a common way in which expensive glasses can be chipped, cracked or broken.

### ***Hold the glass near the base***

Glasses must not be held around the rim – it looks bad to the customer and raises cross-contamination and hygiene issues.

Hold the glass around its bottom half/part.

Never put your fingers *in* the glass.

### ***Do not let beer flow over the side of the glass***

This is not only wasteful but it really annoys customers when they pick up their beer and it may drip down on their clothing.

## **Non-alcoholic beverages**



As with alcoholic drinks, customers may have individual preferences for their nominated non-alcoholic drinks.

Bar staff must ensure they treat the service of non-alcoholic drinks with the same expertise and professionalism as they do the sale and service of alcoholic drinks – the consumption of non-alcoholic drinks is rising (given drink-driving legislation, health concerns and social issues related to alcohol consumption) plus establishments often obtain a better financial return on non-alcoholic drinks than they do on alcoholic ones.



Non-alcoholic drinks can be hot or cold.



## ***The usuals***

In many establishments, the only non-alcoholic drinks are the ‘traditional’ sort – proprietary brand lines of fruit juices, aerated waters and waters.

Examples are:

Juices – tomato, orange, apple, pineapple, mango

Waters – a wide range includes still, sparkling, mineral, and even tap water

Aerated (also known as ‘carbonated’) waters – these are the soft drinks such as cola, lemon squash, dry ginger, lemonade, soda water, tonic water: these may be dispensed from a post-mix machine or served from bottles or cans.

## **Mocktails**

MOCKTAILS is a trade mark.

Excellent recipes for mocktails can be found in Graeme Goldsworthy’s book “101 MOCKTAILS”.

Mocktails are non-alcoholic cocktails looking like an alcoholic drink, served in the same style of glass as an alcoholic cocktail but contain zero liquor.



Your establishment may have a special Mocktail List, or you may work in a venue simply serving traditional non-alcoholic drinks such as fruit juices and soft drink/aerated waters.

You can invent your own mocktail – ensure it is tasty, looks inviting and of course, contains no alcohol.

See [http://cocktails.about.com/od/mocktailmocktail/Mocktail\\_Recipes.htm](http://cocktails.about.com/od/mocktailmocktail/Mocktail_Recipes.htm).

## **Frappes**

Frappes are cold drinks made by blending ice together with other ingredients such as coffee, fruit, milk, flavourings, yoghurt and/or fruit juice.

They can include shaved ice with ingredients poured over it.



They are very popular where customers are health conscious and/or where there is a strong demand for non-alcoholic beverages to be served.

## **Coffee**

When you work behind a bar you may be required to operate a variety of coffee equipment/machines:

Dripolator – ‘Cona’-style filter coffee: frequently used in self-serve situations

Plunger – available in different sizes and may be placed on the customer’s table for self-serve

Espresso machine – very popular for service of cappuccinos etc

Percolator - may be used at large functions: can hold over 50 cups.

All coffee machines should be wiped down externally during a shift and dismantled and cleaned fully at the end of each shift.

There are many different types and models of coffee machines – in-house/on-the-job training will show you how to use the one at your workplace.

## **Coffee recipes**

### ***Cappuccino – normal cup***

1/3 espresso coffee

Fill cup with 80% hot milk

Top with milk froth

Sprinkle with chocolate powder.



### ***Flat White – normal cup***

Use the same recipe as for a cappuccino

No froth

No chocolate powder.

### ***Short Black – demitasse cup***







Fill small (demitasse) cup with black coffee.

### ***Café Latte – coffee glass***

Fill glass with 1/3 coffee

Top with hot milk.

### ***Ristretto – demitasse cup***

Shorter than a short black and double the strength of a short black.

### ***Vienna Coffee – tall glass (handled)***

Same as a long black

Top with whipped cream

Sprinkle with chocolate powder.

### ***Iced Coffee – tall glass with a spoon***

- 1/3 cold espresso
- Add ice cream
- Top with cold milk
- Top with whipped cream
- Sprinkle with chocolate powder.



### ***More recipes and information on espressos?***



## Tea

While the service of coffee has started to become popular in some bars, the service of tea has not reached the same heights.

There are many types of tea available with some featuring effective eye-catching displays for presentation on the bar/behind the bar to promote the sale of teas:

- English breakfast
- Irish breakfast
- Ceylon breakfast
- Darjeeling
- Earl Grey
- Jasmine
- Chamomile
- Peppermint.



Depending on the establishment, service of tea can be:

- In a teapot
- In a cup using a tea bag.



Tea should be served with milk (white tea) or slices of lemon (black tea) on the side.

Never forget to provide the customer with a plate for the used tea bag, where appropriate.

Self-Check -2	Written Test
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1. List out soft drinks and hot drinks ?
2. Define cocktail ?



### Information Sheet .3 Preparing and serving *non-alcoholic beverages* to customer preference

#### 4.3 Preparing and serving *non-alcoholic beverages* to customer preference

Black tea:

- ⊙ 'Red' or 'crimson' tea
- ⊙ Used in iced tea and tea bags
- ⊙ Used in many blends
- ⊙ Strongest of the teas

Blended teas:

- ⊙ Mixture of different teas
- ⊙ Can come from different areas and/or different types of teas
- ⊙ English Breakfast
- ⊙ Irish Breakfast

Green tea:

- ⊙ Made from unfermented tea leaves
- ⊙ Thought to have health-giving properties
- ⊙ 'Gunpowder'
- ⊙ 'Rain flower'

Coffee



- ⊙ Recorded in 1000AD
- ⊙ As important for trade as oil, steel and grain
- ⊙ Second-most traded commodity
- ⊙ Price impacted greatly by seasons/weather

Non-alcoholic drinks include:

- ⊙ Milkshakes, thick shakes and flavoured milk
- ⊙ Juices and smoothies
- ⊙ Hot chocolate and iced chocolate
- ⊙ Aerated waters, waters, cordials and syrups
- ⊙ Mocktails



## ☉ Frappés

### Milk shakes:

- ☉ Cold milk + ice cream + flavouring
- ☉ Malt is optional
- ☉ Mixed in a milk shake machine
- ☉ Thick shake = more ice cream (often soft serve)

### Smoothies:

- ☉ Seen as a health drink
- ☉ Depending on the recipe they are made from milk, yoghurt, honey, and/or fruit
- ☉ Blended in a blender



### Hot chocolate:

- ☉ Powdered drinking chocolate with hot milk
- ☉ Served in a mug
- ☉ Marshmallows are traditional

### Iced chocolate:

- ☉ Powdered drinking chocolate with cold milk, ice cream and/or cream
- ☉ Dusted with chocolate powder

### Juices:

- ☉ Fruit or vegetable
- ☉ Made fresh on-site or bought-in
- ☉ Single fruit types or blends



**The waiter must serve the coffee according to the following order:**

- Female guests first.
- Work your way anti-clockwise.
- Host to be served last.
- Serve from the right side.

**Self-Check -3**

**Written Test**

1. how to prepare non-alcoholic beverage ?



## Information Sheet .4 Minimizing wastage and spillage

### 4.4 Minimizing wastage and spillage

Wastage and spillage costs the venue money and usually slows down or otherwise adversely impacts on service.

You must do everything possible to minimise it or eliminate it.

#### **How and why does wastage and spillage occur?**

Wastage and spillage will occur more if you rush: this is the main cause of wastage and spillage.

The following undesirable consequences may occur – you may knock bottles and glasses over, you may overfill glasses, you may knock bottles against each other and break them, and you may knock glasses against taps and crack them.

If you break an *unopened* bottle, check with your supervisor to see if they want the top of the bottle (the part with the intact seal, or cap) kept. A *decreasing* number of suppliers will replace broken bottles free-of-charge where the seal is still intact.



Lack of training can also cause waste, especially with beer pulling, mixing drinks and cocktails, carrying trays, pouring bottled product (especially wine and beer).

Failure to store opened products properly after service has finished can also cause waste – tops must be put on open bottles to preserve the contents (if this is house policy), and they must be refrigerated where appropriate.



Note some establishments have a policy of throwing out any open bottles and cans at the end of trading, as they believe the customer would receive an inferior quality product the following day, and the few cents saved is not worth the bad public relations caused.

### House policies

House policies regarding waste and spillage vary.

Your workplace may require you to record waste in a book (such as an Ullages Book) – this may include recording waste beer from beer drip trays, a bottle dropped and smashed, and drinks knocked over.

This book *may* also be used to record ‘promotional’ drinks – that is, drinks given away by the establishment with the approval of management for promotional purposes or to replace drinks accidentally knocked over, or drinks given away in order to compensate for poor/bad service. These are known as ‘Comp’ drinks.



Your venue will also have a policy on replacing drinks which customers knock over. Many establishments will replace soft drinks, house wines and beers free of charge, but charge for replacement spirits and premium wines.

Some places will replace everything free-of-charge, some will charge for everything.



Things become tricky when a customer knocks over a drink you believe was nearly empty, and then demands you replace it – free of charge: check with your supervisor to see what the house does in these circumstances.

Often the decision made will depend on the customer in question – questions address issues such as:.

Are they a regular?

Do they spend significant money with you?

Are they part of a larger group spending well and not causing any trouble?

Is it house policy?

Venues usually ban staff from drinking while on duty.

Dealing with the issue

When dealing with broken glass in a bar situation you must follow house policy.

House policy about the removal of broken glass is usually not written down anywhere but commonly exists as standard procedure in the head of the owner, manager or supervisor – so ask them what you should do.



In some limited cases, there may be a 'work instruction' (or similar) outlining what needs to be done and how broken and chipped glasses should be handled.

### ***Standard practice***

Commonly, the broken glass is swept onto a shovel or dustpan and simply thrown in the bin – this bin may be the bin behind the bar, or a larger bin or dumper outside.

Where the item is just chipped or cracked the usual disposal method is to just throw it in the bin, making an effort not to break or smash it.







In these days of increased Occupational Safety awareness, a responsible approach for disposal of broken glass would be to:

Sweep the broken glass into a cardboard box – using dustpan and brush

Seal the box – there are always boxes lying around somewhere behind the bar

Dispose of it into bin.

Alternatively, the broken glass could be wrapped in thick layers of newspapers, taped closed and then disposed of.

Some premises have a designated 'broken glass' container behind the bar for dealing with such eventualities.

Employers must provide the necessary equipment for disposing of broken glass and this should include suitable protective equipment/clothing such as an appropriate pair of gloves, plus (perhaps) a small shovel/dustpan and brush.

It is not acceptable to use your bare hands to pick up/clear up broken glass.

Environmental considerations may require you to dispose of glass in a special container/bin for the purposes of recycling.



<b>Self-Check -4</b>	<b>Written Test</b>
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1.how to minimize spoilage ?



## Information Sheet .5 Checking beverage quality and taking corrective action

### 4.5 Checking beverage quality and taking corrective action

It must be part of standard operating procedure to always check the quality of all beverages you serve.

No sub-standard product/beverage must ever be allowed to leave the bar for service to a customer, regardless of who the customer is, or how much/little they are paying for the drink.

This Section identifies how to check beverage quality and presents possible corrective action.

#### Seeking feedback

You should actively solicit feedback from customers about the service they are receiving and the quality of the drinks they are being served.

The best ways to do this are:

Ask for feedback – verbally or by asking customers to complete a ‘Customer Comment Feedback’ form

Listen to what customers are saying to each other – are they complaining to each other, or do they seem happy with what is happening? Follow up with a question where you think there may be a problem – the sooner you know, the better

Observe customer body language – do they appear pleased or displeased: ask a question if you suspect a problem

Note the drinks which are being left unfinished – a trend in a certain type of drink may indicate a problem

Encourage feedback – tell customers to let you know if they have compliment, complaint or opinion they want to share.



#### Checking beverage quality

Checking beverage quality must be an ongoing effort.



*Every time* you prepare, or serve, a drink it must become second-nature for you to check its quality.

The rule is simple – if *you* would not drink it, if *you* would not like it served to *you*: then do not serve it to anyone else.

There are no exceptions to this rule.

### Things to check

While there are health and hygiene considerations – clean glass, no contaminants, correct personal hygiene practices – there are also other product-specific concerns you should be monitoring:

Temperature:

Cold drinks should be cold

Hot drinks should be hot.



Every bar should have its own thermometer to be used to objectively test/take the temperature of beverages if there is a concern they are not (for example) cold enough.

You should use the feel of your hands on products/glasses, as well as the readouts on refrigeration units, to judge temperature.

Taste – making sure:

There are no 'off' tastes

The beer is not 'green' (sour)

Wine has not oxidised

Post-mix brixing is correct



Smell – there must be no 'off' smells

Clarity – check to ensure:

The product is not cloudy



There is nothing floating in the glass, bottle or jug.

### **Responding to a problem**

The basics for taking corrective action are:

Take action – never ignore the situation and simply hope ‘no-one will notice’ or ‘the problem will solve itself’

Remove the product from sale – do not sell/serve any more of it. Where you believe the product poses a risk to public health, you must also initiate immediate action to retrieve from customers any of the affected product – this means you may have to walk around the bar/tables looking for the product and removing it from patrons: you will have to apologise for this, explain the situation and offer an appropriate replacement drink

Keep the offending bottle, drink, item safely to one side – so it can be shown to your supervisor or examined later in more detail

Advise other service staff immediately about the problem and the beverages involved – so they do not serve/use the product

Inform management about the problem.

<b>Self-Check -5</b>	<b>Written Test</b>
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1. define the word quality in this context ?
2. How we take corrective action ?



## Information Sheet -6 Reporting beverage quality issues promptly

### 4.6 Reporting beverage quality issues promptly

#### Reporting beverage quality issues

Where you become aware of a beverage quality issue within the bar you must immediately notify a supervisor and get them to come and make a decision about what has to happen to address the problem.

#### ***What action must you take?***

It is critical as soon as you notice (or are informed by a patron) of any beverage quality issue you notify your supervisor immediately: this is the first step you must take.

It is strange but as soon as one person says they think the beer (or whatever) tastes 'bad' or is 'warm' – everyone else starts agreeing with them whether they are right or not.

You have to take immediate action to fix the problem before things get to the stage where all customers start complaining.

#### ***What if the customer has complained/made you aware of the problem?***

If it is a customer who has alerted you to a problem, then you must *be seen to be taking action* to fix the problem: the customer must believe you have taken their complaint/notification seriously and are doing something to rectify the situation.

The most effective response is:

Thank them for their complaint

Apologise

Offer a suitable alternative

Advise them you are immediately notifying management so they can take the appropriate action.



#### ***What if there is no manager or supervisor to refer things to?***



If someone complains about the quality of the product and you are unable to obtain management input on the problem, you will be expected to cope with the situation as best you can. Doing nothing is not an option; ignoring the situation and hoping it just goes away is not an option. You may be given a prescribed scope of authority for dealing with these events and this may provide some guidance on what you can/should do. Where no guidance on what to do exists, the following may assist your thinking: Thank them for their complaint apologise

Make an objective decision about whether or not their complaint has substance – you must determine from a fair and reasonable standpoint whether their complaint about warm beer, an off-tasting wine etc is genuinely justified. This may mean you have to:

Take the temperature of the product/beer – do not take the temperature of *their* beer, but pull through three glasses of beer through the tap and take the temperature of the fourth one in the glass.

Taste the product – to your palate, does it taste OK, or is there definitely a problem?

Smell the product – does it have off-aromas or is the smell correct and acceptable?

Look at the product – does it look normal as it usually does? Are there unacceptable things floating in it? If it is supposed to be clear, is it clear or cloudy? Is it the right or usual colour?

If, after assessing the beverage yourself, you believe their complaint is valid, then you need to take some action to fix the problem – the customer has done you a favour by complaining

If you genuinely believe the complaint is *without* basis, you may elect to (nonetheless) apologise to the customer, and still replace the drink in question, free of charge: sometimes it is easier to replace a perfectly good drink rather than argue about whether there is a problem or not

Your house policy will provide further indication about what applies at your workplace

**Self-Check -6****Written Test**

1. Discuss about beverage quality
2. What if the customer has complained?



## Information Sheet .7 Providing tray service

### 4.7 Providing tray service

**TRAY SERVICE** It is a style of service that does not make use of the usual dining table but instead dishes and table appointments are arranged in trays, which are brought to the diner. This is the style used in serving patients in hospitals or sending meals for room service.

Serving trays are essential for any restaurant, bar, hotel, school or canteen. These catering trays have useful features such as large handles and non-slip surfaces that make it easy for your staff and customers to carry food or drink. Including bar trays, fast food trays and tea and butler trays, this huge range has a catering tray for every business. You'll also find self-clearing trolleys that allow customers to neatly put their food trays away when finished eating, perfect for any high-volume cafeteria or restaurant wanting to maintain a clean dining area. Not sure what type of serving tray you need? Check out our handy guide on choosing service trays.

•



Non Slip Trays

•





Fast Food and Canteen Trays

•



Tea and Butler Trays



<b>Self-Check -7</b>	<b>Written Test</b>
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1. Define what is tray service ?



## Information Sheet .8 Attending to any *mishaps* promptly and safely

### 4.8 Attending to any *mishaps* promptly and safely

some ways to keep your hotel safe



Understanding your unique selling point and knowing which audience to market your business to are key to succeeding and maximizing profit. However, one aspect which should be a consistent consideration for every hotel is safety. Your guests' safety is paramount to your business. Here, we take a brief overview of how you can safeguard your hotel:

#### Using CCTV

You want your guests to feel safe and installing security cameras is a logical way to achieve this. However, just having a surveillance system in place isn't enough. Be sure to constantly monitor your setup, even if this means hiring a third-party company to do so. Certain systems also come with a voice command option, which means if you spot any wrongdoing, you can quickly warn those involved to stop their actions. You can even utilize a cloud closed-circuit TV storage system so that you can view your property from a control room, smartphone or a tablet 24/7.

#### Emergency Response Plan

Your staff team should be fully briefed about what to do in the case of an emergency. Regular meetings with law enforcement and emergency services should be scheduled so you have a good communication plan in place and can update it as and when required. In doing so, you can prepare your staff so that everyone is calm and knowledgeable in a worst-case scenario.



## **Electric**

Your electricity supply is a potential security issue, so a regular electrical installation condition report is needed. Since your business is constantly in operation, your systems can be subject to wear, tear, corrosion and overloading. Such a report, which must be carried out by a qualified electrician, will ensure that the electrical appliances in each room are fit for purpose. Schedule in periodic checks. Doing this will ensure you are limiting the risk of electrical shocks, fires and accidents, therefore reducing accidents in the workplace.

## **Gas Safety**

Gas safety is another important consideration, similar to your electricity supply. Your business gas supply and associated appliances should be periodically checked. It's a good idea to arrange annual gas safety checks for any appliances that are serving guest accommodation, even if it's sited away from the guests' rooms.

Staff training in all aspects of your business is key to success, and this includes safety. It's important that staff have full training in the operation of any gas appliances—and this should include spotting any obvious faults by using visual checks. This could include any damaged pipework or connections.

Carbon monoxide and dioxide alarms are a must. These alarms can signify any fault and help you avoid any catastrophes. They should give an audible alarm when levels are dangerous and should be able to automatically shut off your gas system.

## **The Staff Uniform**

Obvious maybe, but a staff uniform is an important security measure. Not only does it help your business look professional and smart, but it also gives your guests a clear view of who they can approach about a query and who indeed is allowed in certain areas of the business. In guest areas, knowing who members of staff are is essential. This is because it shows that your company have guests' safety at the forefront due to staff always patrolling the areas.

## **Securing Online Data**

Security doesn't end with physical safety: Hotels have become a prime target for cyberattacks. According to a report by PwC, the hospitality industry has the second-highest number of cybersecurity breaches, with most of the prominent hotels in the industry having fallen victim to breaches.

You can reduce online data security risks and ensure the safety of files and information by keeping on top of your systems and regularly updating them. You should also be making sure that backing up your data becomes a habit so you can eliminate the risk of losing it or having it irretrievably damaged. A recommended



strategy is to use a cloud service daily, have weekly server backups and follow these up with quarterly server backups and then yearly backups.

Just as it is for your own personal devices, password security is also important for your business. Change your passwords often and make sure it's changed any time a staff member leaves to avoid any breaches.

There is much to consider for those in the hotelier industry, but safety shouldn't be an afterthought. It's crucial to keep on top of the methods you are using. Following the above steps should help provide your business with a great insight on how to keep your guests as safe as possible.

Self-Check -8	Written Test
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1. what are a ways to keep your hotels?



<b>LG#21</b>	<b>LO #5 : Reduce negative environmental impacts</b>
<b>Instruction sheet</b>	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> <li>• Using energy, water and other resources efficiently</li> <li>• Collecting damaged glasses, materials and containers</li> <li>• disposing of all wastes safely</li> </ul> <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> <li>• Use energy, water and other resources efficiently</li> <li>• Collect damaged glasses, materials and containers</li> <li>• Dispose of all wastes Safely</li> </ul>	
<b>Learning Instructions:</b>	
<ol style="list-style-type: none"> <li>1. Read the specific objectives of this Learning Guide.</li> <li>2. Follow the instructions described below.</li> <li>3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.</li> <li>4. Accomplish the “Self-checks” which are placed following all information sheets.</li> <li>5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).</li> </ol>	



## Information Sheet .1 Using energy, water and other resources efficiently

### 5.1 Using energy, water and other resources efficiently

When you stay at a green hotel, you help reduce the tremendous negative impact that hotel use has on the environment.

"Green hotels" include any hotels, motels, and inns that use energy and other resources in environmentally responsible ways. These green hotels utilize *renewable* resources when possible, make efficient use of nonrenewable resources, and ensure that many byproducts are reused or recycled.

More than 2.6 million hotel rooms are rented in the United States daily. As a result, a staggering number of hotel guests need linens washed, meals prepared, fresh water for showers and toilets, and energy for lights, heating, and cooling. Thus, there is an enormous need for green hotel practices.

As a guest of a green hotel, you will receive quality service while knowing you are helping the environment. Hotels also realize cost savings when they adopt green hotel practices, which they can then use to enhance their guest services.

Some green hotels are already making a big difference. For example:

- By switching to more energy-efficient lighting, the Waldorf-Astoria in New York City has saved 1.2 million kilowatt hours per year.
- One hotel reduced water use by 2 million gallons per year when it fired a chef who was improperly defrosting food by running water over it.
- The Fairmont Acapulco Princess and Fairmont Pierre Marques filter and treat waste water and reuse it to irrigate their golf courses, and the separated sludge is used as fertilizer.

These and other green hotels are taking responsible steps, but many others have not yet accepted the green hotel challenge. You can help by supporting green hotel practices every time you travel

**Self-Check -1****Written Test**

1 .Define green hotel ?

.....

.....





## Information Sheet .2 Collecting damaged glasses, materials and containers

### 5.2 Collecting damaged glasses, materials and containers

Much of the waste created in hotels stems from either food- and beverage-handling (generating materials such as packaging and food waste, aluminum cans, glass bottles, corks and cooking oils), or from the housekeeping department (creating waste such as cleaning materials and plastic packaging). Waste is not only created in guest rooms but also in public areas, hotel gardens (anything from engine oils, pesticides, paints and preservatives to grass and hedge trimmings) and offices (toner cartridges, paper and cardboard waste). Regular refurbishment adds TVs, mini bars, carpets, towels and linens,

Recycling can reduce your garbage removal bills. The majority of restaurants are required or encouraged to recycle by local law. Be sure to take a look at what is going into your trash cans and dumpsters.

- Set up a cardboard and/or glass recycling program with one of your local garbage collectors.
- Donate empty plastic pails or buckets to schools, nurseries, or churches; give them away, or sell them to your customers.
- Donate old uniforms to thrift shops.
- Donate edible leftover food to a community food bank, shelter or church group.
- Consider working with an organics vendor to determine if off--site composting is a feasible alternative to disposal of food waste.
- .Consider a trash compactor as a means of reducing dumpster tips or container pulls.
- Remember, all the information presented here can help your restaurant get started on the way to a better bottom line through reduced waste. Recycling usable waste goods makes an excellent combination for your business and the environment.

**Self-Check -2****Written Test**

1. Where damage may happen? List

**Information Sheet .3 disposing of all wastes safely****5.3 disposing of all wastes safely**

Wherever possible, waste elimination at source must be a hotel's number-one priority. This involves decisions such as whether to provide soap and other guest amenities in dispensers rather than as individually wrapped items, whether to purchase food items and cleaning chemicals in bulk containers, and how to serve butter and jam at the breakfast table. A major way in which many hotels reduce waste at source is by running towel and linen reuse programmes'. Inviting guests to hang their towels back on the rack for reuse, or not to have their bed linen changed every day, can save enormous quantities of water, energy, detergent and, of course, the detergent packaging that ends up as waste.

Putting glass through a general waste compactor reduces its efficiency by as much as half. This also usually means that the material will not be recycled, because once waste is mixed at source, recycling is no longer an option. Ordinary compactors are not designed to compact glass, which can be a robust material when surrounded by, for example, paper and cardboard. The Silip aktor enables an existing compactor to operate more efficiently, reducing general waste costs.

Bottles of any color can be poured into the machine straight from the container in which they were collected without the need to sort them. This saves staff time and cuts the risk of accidents, as there is no need to handle the bottles. It also saves money by reducing the number of bins emptied - and therefore the number of collections - and by ensuring that the glass collected is sent for recycling rather than to landfill. Other benefits include a reduction in noise levels as it is considerably quieter to remove compacted glass cullet than dealing with whole bottles.

**Self-Check -3****Written Test**

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List green hotels are already making a big difference?
2. What is waste?



<b>LG#22</b>	<b>LO #6 : Close down bar operations</b>
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<b>Instruction sheet</b>
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- shutting down equipment appropriately
- Clearing and dismantling bar areas
- Storing any leftover garnishes suitably and hygienically
- Checking and reordering stock
- Setting up bar correctly Sharing and handling over a handover to incoming bar staff

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- shut down equipment appropriately
- Clear and dismantling bar areas
- Store any leftover garnishes suitably and hygienically
- Check and reordering stock
- Set up bar correctly Sharing and handling over a handover to incoming bar staff

<b>Learning Instructions:</b>
-------------------------------

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the “Information Sheets”.  
Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your t trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).



## Information Sheet .1 shutting down equipment appropriately

### 6.1 shutting down equipment appropriately

#### Steps for Closing a Bar

There are six general steps your bar employees need to complete to close your bar at the end of the day. These steps can be carried out in different orders, depending on your flow, but we'd suggest leaving cleaning and mopping the floors for the end to prevent your employees from making any potential additional messes while closing.

#### Empty Out and Lock Up



For the first step of your bar closing checklist, check your restaurant for any remaining customers. Locking up should be the first step because you want to make sure everyone is out before you start cleaning and counting the money.

you should go over when closing your operation:

- Dining areas
- Restrooms
- Kitchens
- Accessible closets
- Patio or outdoor dining area

#### Count the Money

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Here is a short list of things you need to do to secure your profits at the end of the night:

- **Distributing tip pool.** Because many servers and bartenders make their living off tips, this is one of the most important aspects of closing your bar, as it directly impacts the morale, satisfaction, and loyalty of your staff.
- **Balancing cash registers.** Make sure that the amount in the cash registers matches your orders for the night.
- **Securing money in safes.** Keeping your money in a safe is one of the most secure options. You should also change your safe combination regularly to help prevent theft.

### Store Perishables





Storing and refrigerating perishables is an important way to save money at your bar. Every drink or ingredient that you save overnight is money going toward profits. Here is a brief list of things that should be properly stored or refrigerated at the end of the night:

- **Garnishes** such as lemons, limes, oranges, and celery that are already sliced need to be refrigerated. Storing these items in plastic bags or containers can help prolong their life and freshness.

### Clean Everything



Here is a short list of important cleaning tasks that need to be completed every night:

- Wipe down countertops
- Wipe down the soda gun
- Clean out soda gun holsters
- Remove clogs from floor drains
- Wipe down your speed rails
- Clean the outside of liquor bottles if any product has spilled
- Load the dishwasher and clean glassware
- Drain off dirty dishwater and scrub down your sink
- Wash other small wares like muddlers, jiggers, and stirrers
- Wipe down beer taps and thoroughly clean them once a month
- Sweep the floors in the front- and back-of-house, then mop
- Clean out blenders
- Clean the bathrooms thoroughly

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- Leave all of your glassware, small wares, and equipment out to air dry, ensuring they're clean for the following day.

### Refill Disposables

Refilling disposables behind the bar can help save time when opening the following day and keep your bartenders quick on the draw during service. Toothpicks

- Parasols
- Stirrers
- Straws
- Napkins

Self-Check -1	Written Test
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1. Write down steps of shut of bar equipment ?

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.....  
.....;





## Information Sheet .2 Clearing and dismantling bar areas

### 6.2 Clearing and dismantling bar areas

#### **Clearing, cleaning and dismantling**

Clearing includes removing items – such as taking items off tables, from displays and from waiting stations and bar counters.

Cleaning is the removal of visible debris from food and beverage preparation items and equipment – such as cleaning of drip trays, cleaning of bar counters and cleaning of jugs, knives, glasses etc.

Dismantling of items involves the taking apart (and sometimes, also, the re-assembly of) espresso machines, post-mix machines, blenders and other items of equipment used in the preparation of and service of drinks.

#### **Closing procedures**

Bar closing procedures are all the tasks needed to be done in order to shut the bar after service so it is ready to open for service the next day or shift.

Bar closing procedures are essentially variations on a theme, and will vary between establishment depending on the size of the bar, the nature of the bar, staff numbers and sometimes the level of trade and/or day of the week.

Some establishments allow and encourage staff to commence closing down the bar operations near the end of the shift, while customers are still occupying the premises.

Other venues insist closing down commences only after all patrons have left, and the bar is closed.

Whatever the case, you must work in accordance with establishment requirements (and with minimal disruption to the customers and operations if applicable).

#### ***What duties are involved?***

Closing procedures may include:

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Disconnecting the draught beer – turning off beer chillers (where applicable) and running water through the lines and leaving lines wet or dry depending on house policy: beer dispensed from the lines must be thrown out as it falls under the definition of ‘waste beer’

Washing the drip trays from under beer fonts, post-mix units, espresso machines and glass racks, and allowing to air dry

Cleaning all dirty glassware and storing them in appropriate places – pay attention to ensure all glasses are washed and cleaned properly and remove any chipped or broken glassware from service



Checking stock levels of all beverage items including beer, wine, spirits, liqueurs, mixers, bottled water, milk, cream, fruit juices, and re-ordering as necessary Collecting all dirty bar runners, tea towels, swabs and cloths and placing them in the laundry – in some venues you



may be required to place them in a washing machine and start the wash cycle

Discarding all used and soiled coasters – keeping suitable ones for next service

Collecting and washing all ashtrays – ashtrays should not be washed in the glass washing machine

Checking all equipment and bar utensils are clean and in good working order – this includes completing necessary documentation (such as ‘Maintenance Request’ forms), or verbally notifying the supervisor of anything you believe needs attention

Placing appropriate spirit pourers into soda water to soak overnight – place ouzo pourer into a separate container to soak: always follow house policies in this regard

Covering all garnishes and perishable items and storing under refrigeration – throw





out items as necessary



Cleaning, drying and stacking service trays

Emptying and cleaning ice buckets

Turning off, dismantling and cleaning espresso coffee machine – always follow manufacturer's instructions

Removing all rubbish from bar areas and cleaning the internal rubbish bins

Emptying the empty-bottle bin/s – note attention should be paid to the noise dumping empty bottles into a bin makes at night time/early morning: venues may receive complaints from in-house guests and local residents if they make a noise when emptying bottles into bins at night/early morning so many venues do this job the following day as part of the cleaners' duties

Cleaning all surfaces

Sweeping and mopping the floor – unless these jobs are done by cleaning staff

Counting and reconciling the takings and transporting same to a central secure area

Checking to ensure the bar is presentable and ready for the next service.

### ***Scope of responsibilities for different workers***

In relation to dismantling and or maintaining the operating condition of bar equipment, most staff will have responsibility for:

Following manufacturer's instructions – in the use, dismantling, cleaning and maintenance of bar equipment

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Adhering to all workplace cleaning schedules – including applying all given cleaning instructions as they apply to chemicals to be used and cleaning items (equipment, cloths, swabs) to be used

Conducting daily checks on equipment – to verify they are working properly and to identify need for maintenance or service: this is done on an on-going basis throughout the day as items are used, and is always undertaken at the end of the day when regular cleaning and closing down procedures are being done

Reporting any equipment not operating correctly – report it immediately to your supervisor.

Self-Check -2	Written Test
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1. Identify clearing and dismantling ?
2. What are closing procedures?



## Information Sheet .3 Storing any leftover garnishes suitably and hygienically

### 6.3 Storing any leftover garnishes suitably and hygienically

#### Garnishes

The storage of garnishes varies greatly.

Because of this great variation, you must check your house policy to determine what they see as 'correct' storage.

Some premises store *all* unused garnishes so they can be used during the next session, while others throw out everything left over.

#### ***What may be involved?***

Where your premises elects to store unused garnishes, it is also likely they will choose to store other left-overs such as:

Opened bottles of soft drink which they re-seal – most premises do not store open *cans* of drink

Fresh fruit juice squeezed on the premises

Sour mix – for use in cocktails

Sugar syrup – an ingredient in sour mix and in some cocktails.

How are

The basic they stored? options are:

Using a bottle seal to re-seal bottles prior to storing them under refrigeration

Covering jugs of fruit juice, sour mix and/or sugar syrup with plastic wrap and then refrigerating

Covering slices of lemon, orange and lime with (soda) water and refrigerating them – an alternative is to just cover them with plastic film and refrigerate





Maraschino cherries should be replaced in their original bottle/jar, sealed and refrigerated.

Even though garnishes are not high risk foods, the typical units they will be stored in should ensure their temperature stays below 5°C and, thus, out of the Temperature Danger Zone.

All garnishes being handled for storage purposes should be handled with tongs (or some similar utensil) or clean gloves.

It is standard procedure to keep all the garnishes:

Covered – to prevent contamination

Separate – to avoid colour and/or flavour mix/bleed.

### **Accompaniments**

The storage of accompaniments (drinking straws, drink decorations) is comparatively straight-forward.

They are either:

Covered and left where they are – behind or on the bar

Covered and moved to a cupboard or other storage area in the bar.

<b>Self-Check -3</b>	<b>Written Test</b>
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### **1. What is Accompaniments?**



## Information Sheet .4 Checking and reordering stock

### 6.4 Checking and reordering stock

An important part of setting up a bar is to ensure all the required products and materials are available and ready to use.

#### Products and materials to check

The exact nature and type of products and materials to check will depend on the individual bar where you are working.

Some bars have very basic requirements and others have extensive requirements.



#### All types of drinks

You need to check:

Alcoholic beverages – beers, wines, spirits, liqueurs

Non-alcoholic beverages – aerated waters, fruit juices, milk, cream.

#### Checks must ensure:

Sufficient quantities of all items to meet expected trade

Juices, milk and cream have not exceeded their 'best before' or 'use by' dates

Stock is readily accessible

Back-up supplies are available.



#### Garnishes

You need to check:

The garnishes commonly required by the bar are prepared and available – these will include





basics such as slices of lemon and slices of orange

Ingredients are available to enable preparation of extra and/or other garnishes as possibly needed by the type of drinks offered on the drink list.

*See Section 1.5 for detail on preparing garnishes.*

### ***Cleaning equipment***

You need to check:

Equipment and service counters are clean and ready for service

All equipment used in the preparation and service of drinks is clean

Cleaning materials (chemicals, cleaning agents and cleaning tools and cloths) are available and ready to use if needed during trade.

### ***Refrigeration equipment***

You need to check:

All refrigeration units are turned on

Items are operating at the required temperature:

Units containing food (milk, cream, fruit) should operate at 5°C or below

Drink units may have a nominated temperature for different types of drinks – such as 2°C for beer fridges.

### ***Utensils and equipment***

You need to check:

All required utensils are available – items may include:

Chopping/cutting boards and knives

Bar spoons to stir drinks

Cocktail shakers



All required equipment is available – items may include:

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Blenders

Ice crushers

Glass chillers

Utensils and equipment are safe to use

Items are clean

Sufficient utensils and equipment are available

Items are laid out in their correct location.



### ***Cloths and towels***

You need to check:

All required linen is available – such as bar runners/towels, swabs, tea towels, cloths

Items have been washed and are clean

Sufficient quantities are available

Items look appealing – not torn, tired or shabby.

### ***Display items***

You need to check:

Advertising and promotional materials are available – these may include:

- Tent cards
- Menus
- Drink lists
- Book matches
- Signage and posters

Sample products located strategically to encourage sales

Special displays have been created as required – these may include:

- Displays to support a theme

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- Displays for a special event/party
- Displays in a dining area to promote wine.

### Enterprise requirements

Enterprise requirements relating to re-stocking bar products may include:

Only the supervisor may be authorised to order stock

A requisition must be used to order all stock

Stock can only be ordered to re-stock the bar to a nominated par level  
An inter-departmental transfer form must be completed if stock is taken from another bar or department

All stock delivered to a bar must be immediately secured and stored behind the bar or under refrigeration (as appropriate)

New stock delivered to the bar must be rotated using the FIFO method – meaning new stock is placed behind old stock.

### Action to take if items are not available or things are not correct

You may need to:

Advise your supervisor – tell them of your concern and they will take the necessary action

Order necessary items (materials, ingredients, utensils, equipment, linen)

Undertake cleaning which has not been properly done

Put away deliveries to the bar which have arrived

Create (or replenish or tidy) displays.



Self-Check -4	Written Test
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1. What you in the bar
- 2 . what is garish ?
3. list out bar utensils ?



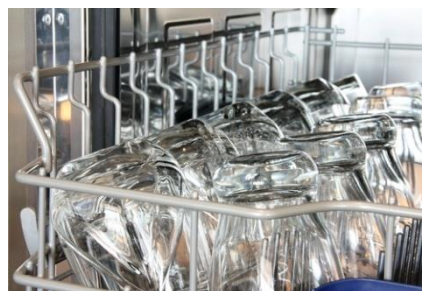
## Information Sheet. 5 Setting up bar correctly

### 6.5 Setting up bar correctly

#### The basics of setting up for the next day

Setting up for the next day involves:

Washing and putting away all glassware – all glasses should go into their own individual trays/holders: there should never be a mixture of glass sizes/types in the one tray



Fresh bar linen may be stacked behind the bar – ready for the next shift to use or lay out

Any available stock must be stored away – this especially applies to items needing to be served refrigerated

Staff communication book to be completed where necessary – to advise incoming shift regarding any issues they need to be aware of

Complete necessary 'Maintenance Request' forms – to initiate required repairs or service for bar equipment



Cleaning, cleaning, cleaning – this is an important consideration in all bars and includes ensuring behind the bar and 'the customer's side' of the bar is clean: cleaning must include tasks appropriate to the type of bar, the bar facilities and the level of mess, but can be seen to include:

Picking up papers, debris and litter

Sweeping and mopping

Washing down and drying surfaces





Putting items away/into their correct place

Taking out rubbish and empty bottles and cans

Moving tables and chairs to facilitate the work to be done by the cleaners.

### **Variations to the standard bar set up practices**

The standard set up procedure for bars will vary when special occasions dictate a departure from what has proved to be an effective routine.

Examples of such occasions include times when on the following day there is:

A public holiday – management may want staff to do extra work on the day prior to the public holiday because the pay rate is cheaper and there is a need to be well-prepared

A special promotion expected to attract large numbers – to ensure sufficient stock, equipment, glasses etc are available to cater for the increased, expected numbers



Any staff absence known about in advance – to ease the pressure on tomorrow's staff

A large booking – to make sure all special requests have been accommodated and all possible preparations have been done to optimise the chances of a successful function

A special day (event, celebration, public holiday) – to put the final touches to themed displays, advertised events or special occasions

Special servicing, maintenance or cleaning of facilities or equipment – from time-to-time there will be a need to accommodate major events such as carpet cleaning, programmed maintenance services, major repairs

Arrival and installation of new equipment into the bar area.

**Self-Check -5****Written Test**

1.What we have to do when preparing set up ?

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### Information Sheet. 6 Sharing and handling over a handover to incoming bar staff

#### 6.6 Sharing and handling over a handover to incoming bar staff

A handover is a situation where the bar remains open but the staff behind the bar change.

While it is uncommon – and often inadvisable – for *all* the staff to change at the same time when there is a handover (it is best if there is some continuity of staff), this situation can sometimes occur especially where there is only one staff member running the bar.

This Section describes what needs to be taken into account at handover.

#### **Things to ensure when conducting a handover**

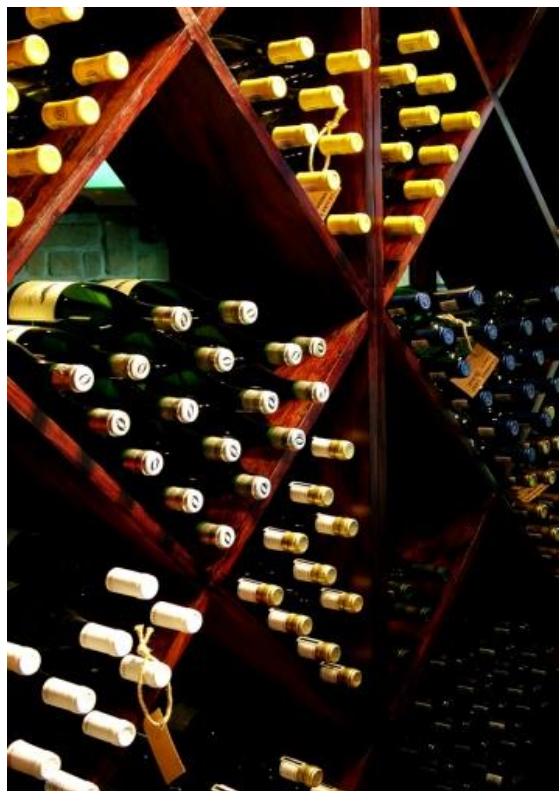
When handing over a bar to another staff member or group of staff, it is important to ensure:

The bar is clean and in good order – as mentioned previously, the out-going staff member should try to leave the bar (as far as is possible given the level of trade) in the condition they would like to find it. This means they should do some cleaning before the new staff arrive, as opposed to leaving the bar dirty and just walking out at knock off time



Change in the cash register is sufficient for the next shift – and necessary change has been ordered and obtained, where necessary

Information about particular customers in the bar is passed on – special attention must be paid to those who have already been spoken to or caused trouble or who appear to be intoxicated



Information about customer complaints and operational problems is passed on – covering all relevant details

Customer orders are addressed – if there is a customer order which has been taken but not filled this must be communicated to in-coming staff

Customer preferences are passed on – if a certain customer is drinking a certain brand of spirits, beer or wine this should be shared with staff who will be serving that customer

The bar is as well-stocked as possible – this may necessitate obtaining more stock to allow the next shift to trade as expected.

Before departing after making a handover, check all is running smoothly and verify your services are no longer needed.

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It is not acceptable practice to simply walk out of the bar when the clock reaches your knock-off time.

<b>Self-Check -6</b>	<b>Written Test</b>
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#### Self check 6

1. Explain the activities which are performed in the bar
2. Explain the duties of bar associates
3. List different equipments which are found in the bar

#### List of Reference Materials

- Rise the bar an action based method for maximum customer reaction
- Running a bar for dummies
- Straight up real world secrets to running a killer bar
- The 21 law of owning and running a bar
- The bar managers guide to controlling costs how to eliminate theft and waste



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