

BAR TRAINING MANUAL

*“Disciplined bartenders never step into their colleagues’ workstations, and they are in constant communication with each other, often without words. Experienced bartenders develop muscle memory that allows them to mix drinks with their heads up. After reaching for a tool or bottle hundreds of times, they can grasp it securely without thinking or looking.”*

* *Jim Meehan of PDT*
* DAY ONE

Welcome to our team! We are delighted to have you join our restaurant and become a part of our professional family. As you embark on this exciting journey, we want to take a moment to share our expectations and guidelines for maintaining a uniform standard of professionalism. By adhering to these principles, we can create a positive and efficient work environment that ensures outstanding service for our valued guests.

Dress Code: Always arrive at work in proper uniform, neat and well-groomed. Your appearance should reflect the high standards we hold for our establishment. Remember, you are an ambassador of our restaurant, and your attire should be clean, pressed, and in good condition.

Punctuality: Time management is essential in our industry. Arriving on time for your shift demonstrates respect for your colleagues, our guests, and the restaurant itself. Aim to be punctual and ready to start your duties at the scheduled time. If unforeseen circumstances arise, inform your supervisor promptly.

Communication: Effective communication is the key to success in any team. Be courteous and respectful when interacting with your colleagues, managers, and guests. Listen actively, speak clearly, and always strive to provide accurate information.

Customer Service: Our guests are the heart of our business. Treat each customer with the utmost respect and go the extra mile to ensure their satisfaction. Be attentive, anticipate their needs, and maintain a friendly and professional demeanor at all times.

Teamwork: Collaboration is fundamental to our success. Work together with your fellow employees, lending a helping hand when needed. Remember that every role is crucial, and by supporting each other, we create a cohesive and efficient work environment.

Adaptability: The restaurant industry is dynamic and fast-paced. Be flexible and adaptable to changing circumstances. Embrace challenges with a positive attitude and willingness to learn. Strive for continuous improvement and embrace constructive feedback.

Confidentiality: Respect the privacy of our guests and colleagues. Confidentiality is of utmost importance in maintaining trust and professionalism. Refrain from discussing sensitive information about guests or sharing internal matters outside the workplace.

Personal Conduct: Maintain a professional demeanor both inside and outside the workplace. Your actions reflect not only on yourself but also on our restaurant. Display good judgment, integrity, and ethical behavior at all times.

Safety and Cleanliness: Prioritize safety and hygiene in all aspects of your work. Adhere to all health and safety protocols, maintaining a clean and organized workspace. Report any hazards or concerns promptly to ensure the well-being of everyone in the establishment.

Professional Development: We believe in fostering growth and development. Take advantage of training opportunities and strive to expand your knowledge and skills. Be proactive in seeking feedback and demonstrating a commitment to personal and professional growth.

Remember, you are an essential part of our restaurant's success. By embodying these principles of uniform professionalism, you contribute to creating a positive and memorable dining experience for our guests. We are thrilled to have you on board and look forward to achieving great things together.

**Welcome to our restaurant! As a Bartender, you play a crucial role in providing excellent service and creating memorable dining experiences for our guests. This training manual is designed to equip you with the knowledge and skills necessary to excel in your position. Please read and familiarize yourself with the following guidelines:**

**Basic Rules of Service**

* Every guest should be greeted when they walk through the door.
* Every guest that sits at the bar should be presented with a menu.
* Every guest that sits at the bar receives a glass of water.
* Help guests navigate the menu. This includes both food and beverages.
* Be modest. Always act in a true professional manner when describing drinks to a guest. Your opinion should only be given only when asked and it should only be done in a respectful manner as not to offend anyone around the guest for their choice of beverage.
* Present the guest with their drink and inform them the name of the drink being served.
* Give every guest the opportunity to ask questions and/or order food.
* Open checks for seated guests or offer to close them out as they may be waiting for a table and handle accordingly.
* Keep the bar clean. This includes, but is not limited to, the immediate area in front of you, the area between bartenders, the area in front of guests, the tables, the back bar, and the patio. In general, if you’re in the bar your job includes every inch of the bar.
* Check to see if guests are enjoying their food/drinks and if they are ready to order something else. This should be done before the drink is empty.
* Close tabs out promptly when asked and thank guests for coming in. Find out if there is any way we can help them have a better evening. This is the last chance we get to make a lasting impression.
* A bartender should thank guests as they are leaving and ask them to come back and see us.
* Above all else, remember we are hospitality professionals. Be nice to people and smile often.

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY TWO**

**Restaurant Overview**

Familiarize yourself with the restaurant's concept, and mission.

Understand the layout of the restaurant, including seating areas, bar, kitchen, and restrooms.

Learn about the various menus, including food and beverage offerings, specials, and allergen information.

**Service Standards**

Understand the restaurant's service philosophy and the importance of exceptional customer service.

Learn about the steps of service, from greeting guests to taking their orders, serving the food, and providing the check.

Practice active listening, anticipating guest needs, and addressing any concerns promptly and courteously.

Develop a thorough understanding of the menu, including ingredients, preparation methods, and potential modifications.

**Product Knowledge**

* Familiarize yourself with all menu items, including appetizers, entrees, desserts, and beverages. MENU TRAINING!!!
* Understand the ingredients, cooking techniques, and presentation of each dish.
* Be knowledgeable about wine and beverage offerings, including pairing suggestions and non-alcoholic options.
* Stay updated on daily specials, promotions, and seasonal menu changes. KEEP UP!!!

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY THREE**
1. **Greeting**
* You must approach or acknowledge the guest(s) within 30 seconds of sitting at your bar.
* Greet them with beverage napkin and a warm “good afternoon” or “good evening” and be sure to make eye contact.

**2. Presenting the menu**

* Make sure that menus are checked for stains and/or flaws and that they are facing the correct direction for the guest to read.
* Menusshould be handed to each guest, starting with the ladies. Make sure that open-handed service is utilized.
* Ask if they would like to see the wine list. Hand the wine list to the person requesting it.
* Menu presentation. Make sure to ask them, “Have you dined with us before? Are you familiar with our style of service?” It is at this point that you will ascertain how much time you will spend on explaining the restaurant to them. **It is always imperative that** **you inform them that we specialize in dishes that are meant to be** **ordered individually and shared and that food will come out of the kitchen as soon** **as it is ready.**

**3. Initial Beverage Order:**

* Kindly ask if anybody would care for a drink before dinner: “May I make you a beverage or a specialty cocktail?” **Always** suggest a specific cocktail.
* If the guest prefers wine, always be ready to suggest 2-3 types and brands of wine, depending on the guest’s preference (red/white, full/light bodied). At the same time, ask if they prefer mineral water (sparkling or still) or iced water.

**4. Processing the Beverage Order:**

* We function as a “ring first” bar meaning as soon as you’ve received an order from the guest, immediately turn to the POS and ring it in before making it.

**5. Taking the Food Order:**

* Approach when the guest looks ready to order, usually when all the menus are closed. **Ask if they have any questions about the menu** and if they are ready to order.
* Make sure that when you are taking the food order, you don’t give a generalized, “what would you care for?” to the guest, instead **ask each individual guest what they** **would care for giving them time and attention to complete their order**.
* As with the drink order, **suggest or recommend** a specific item**.**
* Take the time to repeat that person’s order back to them individually.
* Remove all menus and the wine list and return them to. If the guest says they may want to order more food later, offer to show them the menu later.

**6. Secondary Beverage Order:**

* While in front of the guest completing the food order, it is the perfect opportunity to sell asecond round of drinks before going to the POS.

**7. Prioritizing and Firing the Food Order:**

* Go to the station and immediately process the order into the computer.
* Make sure that while ringing items into the POS system you include all pertinent information, ex: special instructions, position numbers, etc.
* All food is fired as it is ordered unless coursed out. If the table/guest orders an individual dish that is to be coursed, it is imperative that the correct seat # is assigned to the correct guest and that the dish is coursed correctly. There should be adequate time (but not too much) between courses so that the guest can fully enjoy their meal without feeling rushed.
* Otherwise, food will be run to the table as it comes up in the window.

**8. Wine Service:**

* From the right of the host, present the wine, pointing out the name and vintage of the wine for approval. All wine should be opened in front of the guest that ordered. Carefully remove the foil covering at the lower level of the lip using the corkscrew knife.
* Set the cork on the bar in front of the host. Pour a taste to the host, who, in most cases, will accept the wine.
* Pour the wine, ladies first, serving the host last (even if she is a woman). Glasses should be 40% full. Use a napkin to wipe any wine from the bottle neck. Leave red wine on the bar on a coaster with the label facing the guests, not the host.
* White wine is to be placed in the wine bucket only after initial pour. Place a napkin over the bucket and always take a napkin with you to the table when pouring wine. Wine buckets should be filled only with ice, not ice and water. Make sure the amount of wine in each glass is maintained during the entire meal. Guests should never have to pour wine themselves or even ask for wine to be poured.

**9. Serving the Food:**

* Before any food is actually served to a guest, youmust check that all appropriate flatware is correctly placed. Make sure “a landing” is clear before the plates are set down.
* When setting the plates on the bar, never inconvenience the guests. if there is a position specified for a particular dish (like the soups that are served individually) you should serve it to the correct position, ladies first.
* Always announce the name of the dish as you set it on the bar. The guests should never have to question what they are being served.
* Any empty plates that have been cleared to prepare the landing can be set on runner's tray or in your bus tub.

**10. Check back:**

* Check back within 3 minutes of the food being served. This is a very important step in the service, because if anything is wrong, there will still be time to fix it.
* After each course is served, the bartender needs to check with the guests to see if all is well, and to make sure that they are enjoying their meal always anticipating their needs.
* At this time, you can offer another glass of wine or pour more wine, order more food, or see if anything else is required.
* Instead of asking a generic "How is everything?", be more precise in your questioning Remember that sometimes a simple response can be the most appropriate. Ex: “Is everything to your liking?”
* Report any serious issues to the floor manager. But remember to act for the guest first. Accomplish anything within your power to satisfy them. Remember every minute counts.

**11. Bar maintenance:**

* Clear your bar continuously: Each time you are at a table, you must take a “physical inventory” of the items. This means that any dirty silver, China or glassware should be cleared away, water refilled, drinks replenished, etc. When removing glassware from in front of the guest, always remove stirrers, fruit, cocktail napkins, and coaster as well. Performing these details efficiently and unobtrusively will result in a perception of better service by the guest.
* Clear plates from the bar as you see them empty to make more room for dishes that will be served.
* If share plates get too dirty during the meal remove them and replace them with fresh plates. If it looks dirty, it is. **It is your responsibility** to replenish all soiled flatware. You should remain on top of the situation and remember that a guest should never have to ask for anything, if they do, you are not doing your job.
* If the bar is heavily soiled with food, you should wipe it clean as much as possible.
* Napkins that are soiled or have fallen to the floor should be replaced with a clean napkin. If a guest leaves their seat the napkin should be refolded immediately in order to keep the bar tidy (square fold).

**12. Preparing for the next step:**

* Think ahead: get ready for the next step and the next rush.
* Stocking your supplies during the quieter period will help you greatly during the rush.
* Anticipating the guests’ needs will allow you to provide smoother and more efficient service.
* Preset items before a course is to arrive for maximum efficiency.

**13. Clearing the dishes:**

* Do not clear plates unless it is obvious that all guests are finished eating. This does not apply to the dessert course when you may clear dishes as each guest finishes. If you are asked to clear by a guest, do so. Never reach across a guest to clear, serve, or set silver.
* Clear quietly and carefully. If you find that you are dropping flatware, it is a sign that you are clearing incorrectly.
* Immediately take your cleared plates to one of the bus tubs.

**14. Presenting Dessert Menus:**

* Bring the dessert menus to the table and ask the guest if they would like to view the menu.
* Never impose the dessert menus on the guest. Always get their attention by asking if they are interested in dessert and then hand them the menu.

**15. Taking the Desert and Coffee/Tea Order:**

* Do not let the guest wait too long before returning. They usually know right away if they want dessert. Take the dessert order in the same manner as the food order.
* Take the coffee/tea order at the same time as the desert order.

**16. Setting for Dessert:**

* Place a dessert fork and a dessert spoon on the right side of the guest with the right hand. Place one piece of silverware at a time on the table.
* Plates or bowls should also be set if dessert calls for it.

**17. Dessert, Coffee/Tea Service**

* Coffee/Tea should be served with dessert, unless otherwise requested by the guest.
* Always ask the guest if they would like Sugar and cream, it does not come automatically.
* The coffee cup, saucer, and teaspoon are to be placed on the right side of the dessert spoon. The handle of the coffee cup is to be positioned at 3 o’clock.
* Fill up the cups to 2/3 to allow room for milk/cream. Never leave a coffee pot on the bar, return the coffee to the kitchen. Always offer the guest a second cup of coffee without waiting to be asked. Do not ask the guest if they are having regular or decaf. It is your responsibility to know this.
* Dessert can be cleared as each guest finishes, without waiting for everyone to be finished.
* Remove all sugar packet wrappers as they are left on the bar by the guests.

**18. Presenting the Check:**

* Verify that all items they ordered are on the bill, and they are not being billed for anything they did not receive. At this point, the bar in front of them should be as clear as possible. Dessert plates have been removed, as well as most coffee cups and glassware.
* Ask the guest if they would care for anything else. In most cases, the answer will be: “No, thank you. We’ll just take the check.” If this is the case, you can present them with the check in a presenter within 2 minutes of the request. Process the check accordingly within 4 minutes of guest payment.
* You must say “Thank You!” (and/or variations on the same theme) 4 times:
* **When you present the check**
* **When you pick-up the credit card or cash**
* **When you return the voucher or the change**
* **When you pick up the signed voucher or the cash tips.**
* Make sure that the credit card voucher is properly filled out and signed before the guest leaves the restaurant. Be discreet and do this out of sight of the customers. Remember this is YOUR responsibility.
* Never speak to a guest regarding the tip. Never openly count money in the dining room.
* If a credit card is declined, find a manager.

**Farewell:**

* Keep an eye your guests for signs that they are preparing to leave. Always smile and thank them for their patronage. Check to be sure that nothing has been left behind at the table. If a guest forgets an item, take it to the manager ASAP.

**Acceptable Bartending Practices**

* Early arrival is on time…. On time arrival is late
* Know your schedule.
* Clock in and out
* Approve schedule changes through management.
* Make schedule requests two weeks in advance.
* Request an ID for anyone who appears under 30.
* Discontinue service and notify management immediately.
* Make eye contact and speak clearly.
* Exceed guest expectations by providing superior service.
* Exceed guest expectations by providing high quality cocktails.
* Adhere to drink recipes.
* Move with a sense of urgency (Calm yet tactical)
* Get cash drawer prior to shift.
* Ring it before you bring it.
* RING ALL SPILLS
* Provide receipts for all transactions.
* Serve in zones.
* Clean as your serve
* Always be where your guests can see you.
* Be a team player.
* Smile and have fun.

**Unacceptable Bartending Practices**

* Be more than $5 off on cash drawer.
* Address a guest about the tip amount.
* Serve a visually intoxicated, underage, or non-ID guest.
* Not acknowledging or purposefully ignoring guests
* Leaving the bar during shift without management approval
* Leaving prior to cleaning or bar inspection
* Not securing funds for the house
* Responding in-kind, antagonizing, or engaging guests in an argument
* Telling off-color jokes, using coarse language, or making racist remarks
* Storing personal items behind the bar
* Any use of personal cellphone behind the bar
* Coming to work under the influence of drugs and/or alcohol
* Drinking behind the bar
* Not being a team player
* Not cleaning
* Complaining to guests about operations, management, or co-workers

**Alcohol Consumption and Tolerance**

BAC or Blood Alcohol Consumption is the amount of alcohol present in the bloodstream. Alcohol goes directly to the bloodstream affecting every system in the body. Alcohol is a nervous system depressant.

A 12 oz. beer, 5 oz. glass of wine and a 1.5 oz. shot of liquor all have the same amount of alcohol. It takes less than 3 drinks to affect motor skills and coordination. The presence of food in the stomach slows the alcohol absorption rate.

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY FOUR**

**Proper Bar Maintenance and Service Procedures**

You have just learned how to open the bar, set up the well and cut garnishes. Now it’s eleven o’clock, the doors have opened, and guests are seating themselves at your bar. It’s time to serve some drinks! You have over 100 cocktails to learn, recommended literature to read through and many other objectives ahead of you to until you complete the training program, but first you will need to master the basics. Here is a list of some fundamental rules to follow while you become familiar with our bar. These fundamentals will be a great resource to look back on.

**Keep a Clean Bar**

This means exactly that but is also not limited to the literal bar itself. Keeping a bar clean also means where a customer might sit, where they may walk and other contributing environmental factors. These core concepts are easily grasped but difficult to always follow. Continually keeping these practices in mind, you will find your head in the right place and able to execute superior service.

**The Bar Top**

The bar top needs to always be clean. Wipe it down before, during and after each person approaches it. Continuously be neurotic about its cleanliness. Remove/Replace any discarded or wet napkins, empty glasses and return cocktail menus after they have been used. The only items that should be on the Bar/Table should be items that the guest is currently using.

* The bar top needs to always be clean.
* Wipe it down throughout the shift.
* Placing bottles and shakers on it makes it look sloppy. Do not think this is ok.
* Help by returning spirits to their proper place.
* The bar top is not an extension of your speed rail.
* Help keep the overall appearance looking clean by taking used shakers and glassware to the racks for washing, or by helping others maintain or get ahead of the bars’ needs.
* Each person that approached the bar top should get three things: a genuine greeting, a menu, and a glass of water. This is only the minimum.
* They will get a well-made drink, served properly in a timely fashion with a sincere smile and other niceties throughout their time with you.
* But as you serve people, it is your duty to do several things. The first is to make sure the people we serve are of legal drinking age and are of sound mind and body to be drinking.

**Check IDs**

Check IDs graciously. We are not trying to get rid of people. We are following the law. If one person in a group doesn’t have their ID or is underage, politely let them know that it is against the law to let them stay.

**Serving Minors**

In Texas it is legal to serve minors with their parent/guardian present. If the parent/guardian shows signs of intoxication, we do not serve them. We would be happy to arrange a cab for them to get them home safely.

**Tables**

HEADS UP!!!! Are the tables yours?

Maybe? Possibly? Go Check!!!! The Patio? GO CHECK!!!

ARE YOU MAKING MONEY FROM IT? YOU OWN IT!

CHECK ON YOUR COCKTAIL SERVERS!

**Drink Service and Delivery**

* Serve ladies first.
* Handle glassware by the stem, never the rim
* Place drinks on napkins used to mark service.
* Replace soiled napkins.
* Call out drinks by name and pouring brand.
* Make eye contact and speak clearly.
* Multi-Task while multi-tasking
* Conclude delivery by asking, “Can I get you anything else?”
* Attempt a reorder before drink completion.
* Replace napkin upon delivering the reorder.
* Provide the type of service you’d like to receive.

**POS System and Order Taking**

Learn how to operate the Point of Sale (POS) system efficiently.

* Practice taking orders accurately and entering them into the system promptly. (Multiple wrong orderings will ultimately lead to re-training or lead to termination). Restaurant supplies are expensive!!
* Understand the modifiers and customization options available for each dish.
* Familiarize yourself with the payment process, including splitting checks and handling different payment methods.

**Tableside Etiquette and Service Techniques**

* Master the art of professional tableside etiquette, including proper greetings, introductions, and farewells. “Hello Sir, Mam”, “Thank you”, “My Pleasure” Etc.
* Learn how to set and clear tables efficiently while maintaining a clean and organized appearance.
* Practice proper serving techniques, such as tray handling, plate carrying, and wine service. Help each other, teamwork is very important!!
* Understand the appropriate timing for serving and clearing dishes throughout the dining experience. Time Management!!

**Upselling and recommending**

* Develop the skill of upselling by suggesting additional menu items, specials, or upgrades.
* Learn how to make personalized recommendations based on guests' preferences and dietary restrictions.
* Understand the importance of suggestive selling and enhancing the overall dining experience. Bigger the check more money you make!!

**Handling Guest Complaints and Difficult Situations**

* Learn how to handle guest complaints or issues professionally and with empathy.
* Understand the escalation process and when to involve a manager. Always ask for help!!

If conflicts aren’t managed diplomatically, a bartender can lose control of the bar. Decorum is a bartender’s responsibility, so if you don’t say something when someone yells, curses, or slams their hand on the bar, gropes another guest, or says something offensive in an earshot of others, the guests will assume it is acceptable behavior. A busy bar takes cues from the bartender, who must remain cool, calm, and collected in the midst of a frenzy of activity. Make every effort to handle conflicts without losing your temper. An apology should be made to acknowledge and diffuse the frustration of an irate guest before corrective behavior is prescribed in a firm yet diplomatic tone. Ideally, this comes from a manager who steps in.

**Respecting Privacy**

Never violate confidentiality between bartenders / servers and their guests. Bartenders shouldn’t gossip about their guests during or after work and should never reveal who ate and drank at their bar, unless requested by law enforcement in relation to a crime. Everyone deserves privacy and confidentiality, including guests who bring different dates on different nights, or business entities that wouldn’t be pleased to know about the other parties.

# Practice active problem-solving and finding appropriate resolutions to ensure guest satisfaction. Get a manager involved!!

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY FIVE**

**Wine and Cocktail Training**

**Rules of Cocktail Building**

* Shake everything with juice.
* Shake everything with eggs.
* Stir everything without juice, dairy or eggs.
* Use a Hawthorn strainer for straining shaken cocktails.
* All stirred cocktails served in stemware are served in a chilled glass.
* Use a mixing glass and hawthorn strainer for stirring and straining cocktails.
* If a cocktail is being served over ice, strain it over ice. Never pour into an empty glass and add ice after
* Fine strain ALL cocktails shaken with herbs, fruit, or vegetables.
* Fine strain ALL cocktails served in stemware.
* Dry shake cocktails with eggs
* Shake cocktails with pineapple or cucumber 2x the length of a standard shake.
* Shake cocktails with dairy 3x the length of a standard shake.
* Shake cocktails with eggs whites until you’re tired.
* Shake cocktails with dairy and egg until you’re tired… then shake some more.
* Follow the house recipes… OR… challenge them. If the challenge is won, respect is given.
* Cocktail recipes are best developed as a team, not individually.
* Cocktails taste better when served with a smile.
* Constantly taste your cocktails
* Don’t give subpar garnish. If you’re not proud of it, DON’T SERVE IT!
* Juice is perishable. Keep it on ice.
* Never shake carbonation.
* Keep your station clean.
* The longer the guest has to wait, the better the cocktail and service has to be to apologize for the wait.
* Your taste is not your guests’ taste. Don’t force flavors on them.
* Keep several recipes in your pocket for “THAT” guest.

**Cocktail Development**

**Creativity**- We all have mothers. Stick with me. Any recipe can be traced back to a mother recipe (typically French). Meaning, cocktails, like food, have recipes. Recipes are templates. All cocktails have a “Mother” recipe or template. Meaning we all follow some sort of “Mother” recipe. Old Fashioned, Martini, Manhattan, Daiquiri, Sidecar or Highball. Start here for inspiration. Plug and play different base spirits, citrus, sweeteners, or carbonation. Look at fruits in/out of season. The possibilities are endless.

**Layers**- Now that we have a base recipe, we can build upon it by adding layers of flavor. Does your cocktail contain simple syrup? What if it was “Mint” simple? Thyme or Rosemary? What if you fat-washed your base spirit? What if you infused your vermouth? What if you changed/added bitters?

**Alterations**- Adding layers of flavors can call for a recipe to need rebalancing. Adding that herb or those bitters may have covered up something. Usually, your citrus is to blame. Before you take it out, ask if you need it.

**Simplifications**- Can you make this drink easier? Batch it? Milk wash? It’s not done when there is nothing left to add. It’s done when there is nothing left to take away.

**Sustainability**- You need to think about how long these ingredients can sustain. Are there ingredients that last a day? A week? A month? Is it cost effective to make this drink for the restaurant? How much does this drink cost the guest?

**Execution**- How long does this drink take to make? Do we need to adjust the speed rail? By how much? How is this drink made step by step?

**Story**- Every cocktail has a great backstory. Some, more interesting than others. Some, folklore. Some are based on true events. The way you tell it is up to you. Nobody is the wiser. What is your story behind this drink? What was your inspiration?

**Barback Responsibilities**

A barback is responsible for assisting bartenders. Ensure they have everything they need to serve guests.

“Whatever you need!”

* Including, but not limited to,
* Keep the bar stocked (shakers, strainers, mixing vessels, glassware, etc.)
* Keep the bar clean (dishes, floors, bar top, outside bar, etc.)
* Juicing
* Refill Ice
* Spills and breaks
* Trash
* Stand-in Bartender

**Cocktail Servers**

Cocktail servers are an extension of the bar. You are the divide between bar service and table service. In this role you will be expected to maintain a professional and friendly attitude. It is crucial that you keep a comprehensive knowledge of the bars’ cocktails, spirits, and mixers. Success in this role will be demonstrated by providing seamless and prompt beverage and table services to deliver excellent guest service and drive client growth and loyalty.

* Including, but not limited to,
	+ Process orders, bills, and payments
	+ Prepare and organize drinks and glassware.
	+ Attend to guests and address their inquiries / needs as requested.
	+ Communicate with bar staff to ensure inventory is available.
	+ Assist in maintaining cleanliness of bar.
	+ Maintain compliance with applicable health code, dress code and all other serving standards.

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY FIVE**

**Bar Shadowing**

Ask questions related to everything you have learned so far. Tests await you after this shift. Never assume you know everything. Ask your trainer why they are doing things a certain way. Be attached to your trainer at all times. You should be able to take over the reigns when asked without hesitation. Show your trainer what you have learned and make sure by the end of this shift you have a clear understanding of things that were unclear.

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**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY SIX**

**TAKING A TEST BEFORE OFFICIAL SHIFT!!!!!**

**Health and Safety**

* Familiarize yourself with food safety regulations, proper hygiene practices, and health department guidelines. Food Handler Certification Required!!
* Understand emergency procedures, including fire safety, first aid, and evacuation protocols.
* Follow proper sanitation practices and maintain a clean and safe work environment.

**Teamwork and Communication**

* Foster a spirit of teamwork by effectively communicating with other servers, and management.
* Collaborate with colleagues to ensure smooth operations and seamless service.
* Support your fellow team members during busy periods and assist with any tasks as needed. Help each other, teamwork is very important!!

**Ongoing Training and Development**

* Embrace continuous learning by attending training sessions, and tastings.
* Seek feedback from managers and colleagues to identify areas for improvement.
* Stay updated on industry trends, new menu items, and emerging service techniques.

**Remember, as a BARTENDER you are an ambassador for our restaurant. Your professionalism, product knowledge, and exceptional service will leave a lasting impression on our guests. By following this training manual and consistently striving for excellence, you will contribute to the success of our establishment.**

Best of luck in your new role, and we look forward to working with you!

**Trainer**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Trainee**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Manager:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Notes:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_