



## TAEA General Standard Operating Procedures for Event Bartenders

### Beverage Preparation

- a. **Setup:** Ensure that the bar area is clean and fully stocked with all necessary bar tools, glassware, and ingredients.
- b. **Beverage preparation:** Mix and serve beverages according to client specifications, while adhering to all safety and hygiene standards.
- c. **Quality control:** Ensure that drinks are of high quality, consistent with established standards, and meet client expectations.

### Client Service

- a. **Client engagement:** Provide excellent customer service by greeting guests warmly, answering questions, making recommendations, and handling complaints professionally.
- b. **Responsible service:** Ensure that guests are of legal drinking age and that alcohol consumption does not become excessive or lead to any dangerous behaviors. Monitor guests for signs of intoxication and take necessary steps to prevent over-service.

### Post-Event Responsibilities

- a. **Clean-up:** Break down the bar area, dispose of any left- over ingredients or garnishes, and return all equipment to its proper storage areas.
- b. **Inventory control:** Take inventory of all equipment and supplies and report any shortages or damages immediately to the client.
- c. **Reporting:** Review and document any incidents or issues to the client or TAEA management that occurred during the event and ensure that all paperwork and documentation is completed in a timely manner.