

Morning Maintenance

(should take 2-3 hours)

Highlighted tasks should be done by bartenders if they haven't been done by 12pm

1. Open Bar Building
 - Turn on POS and clock in
 - Unlock, raise, and secure the security wings
 - Restock coolers from closets if necessary
 - Check taps and kegs. Replace kegs if necessary. Empty overflow container inside.
2. Street frontage: both Abbot and Hwy 90
 - Butts, bottles, and all trash picked up along curb and sidewalk
 - Sweep covered area if necessary
 - Take empty trashcans and bus tubs out and hose off
 - Expired posters off gate
3. Yard
 - Wipe down tables and chairs
 - Put any moved chairs and tables back to where they belong
 - Pick up any debris, trash, butts. Fallen limbs can go onto woodpile
 - Use leaf blower if necessary
 - Use hose to water trees and clean dance floor, bar patios, kitchen window area, etc
 - Sweep/rake rocks back into place
 - Collect ashtrays and put them in bar sink
 - (Winter) Check fire pits for wood or ash
4. Stage
 - Pick up any debris, trash and try to keep organized
 - Sweep if necessary
5. Bar Building
 - Unlock, raise, and secure the security wings if this hasn't been done yet
 - Hose down floor and mats
 - Check balcony for trash, wipe down its table and chairs
6. Bathrooms
 - Turn on lights
 - Clean toilets, sinks. Sweep and mop (especially under urinal), hose can be used.
 - Check paper towels and toilet paper (refills in bathroom closets)
 - Check soap dispensers (refills in bathroom closets)
 - Empty trash cans at sinks and in stalls
7. Tipi-Kiva
 - Clean up any trash
 - Wipe down chairs and tables
 - Wipe down ping pong table
8. Steel Barn Building (and its porch, patio, and bullring area)
 - Open doors and secure with butt cans emptied of butts
 - Open garage door and unlock alley gate (combo is 2336)
 - Wipe down tables and chairs
 - Turn on bookshelf lights
 - Sweep, clean up any debris
 - Empty trashcans
9. Trash cans
 - Trash cans in bar and next to bar should have new bags every day.
 - After cleaned trash cans have dried, put trash bags in any empty cans.

DATE:

SIGNED:

Preparing to Open (Day Shift)

(1 hour before open)

1. Open Bar Building
 - Turn on POS and clock in
2. Street frontage: Abbot and Hwy 90
 - Butts, bottles, and all trash picked up along curb and sidewalk
 - “OPEN” sandwich board on sidewalk under sign on Hwy 90
 - Turn ON “OPEN” signs in kitchen window and office window (these are on timers now, but double check)
3. Yard
 - Open umbrellas
 - Wipe down tables and chairs
 - Put any moved chairs and tables back to where they belong
 - Pick up any debris, trash. Fallen limbs can go onto woodpile
4. Stage
 - Uncover speakers and PA, turn on lights
 - Turn on sound system and Mood Media Player (power strip), choose a music station on iPad in bar
 - Wipe down tables and chairs
5. Bar Building
 - Unlock, raise, and secure the security wings if this hasn’t been done yet
 - Put floor mats back in when floor is clean
 - Fill ice chest with ice
 - Check printer paper in POS
 - Count money in register (\$300 till) and ask for change if needed
 - Clean both porches and bar tops
 - Turn on TV light switch and TV
 - Put out tip jars and menus
 - Restock coolers from closets if necessary
 - Check taps
 - Restock liquor, mixers, drinks, limes, etc.
 - Wipe down ashtrays
6. Bathrooms (if not done before you arrive)
 - Turn on lights
 - Check paper towels and toilet paper (refills in bathroom closets)
 - Check soap dispensers (refills in bathroom closets)
 - Sweep and mop (especially under urinal) if necessary
 - Empty trash cans at sinks and in stalls
7. Tipi-Kiva (if not done before you arrive)
 - Clean up any trash
 - Wipe down chairs and tables
8. Steel Barn Building (and its porch, patio, and bullring area)
 - Wipe down tables and chairs
 - Turn on bookshelf lights
 - Empty trashcans
 - Turn on porch TV (switch in game room)

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During Business Hours

1. Politely welcome guests
2. Take order, start tab with credit card or they can pay cash as they go
 - a. Add guest pager number to food orders under Modifiers, send all food to kitchen printer
 - b. If there are many food orders, inform guest there might be a delay
 - c. Let guests know their pager will sound for food orders and to pick up their food at kitchen window
3. Keep back bar clean and wipe down bar tops when necessary
4. Wash glasses in bar sink (if bar sink out of order, collect glasses in container to take to kitchen)
5. Restock any items running low from storage closets or bar cabinet
6. Bus the patio, tipi-kiva, metal barn building, bus, stage when there is time
7. When the sun starts setting, turn on any lights that are not already on (see lighting diagram)
8. Check paper supplies in bathrooms
9. Check trash cans and take trash to dumpster in alley when full
10. Announce last call 15-30 minutes before closing time. Guests may stay 15 minutes past closing, but all tabs should be closed and paid at closing time.

During Shift Change

1. 1st Shift: Do not start closing tabs until 2nd shift arrives. When closing tabs, offer to reopen them immediately and put them under the 2nd shift bartenders name.
2. **While day shift is closing their open tabs, the night shift bartender should help with the transition:**
3. 2nd SHIFT/NIGHT SHIFT
 - o Clock in at POS
 - o Refill ice if necessary
 - o Restock liquor, drinks, limes, etc if necessary
 - o Walk around the property and bus tables and put any glasses in bar sink, put food baskets in bus tubs, look for full trash cans
 - o Turn on any lights not on
4. 1st SHIFT/DAY SHIFT
 - o 1st bartender prints out shift report, takes their till to office to count. Leave \$300 in office till, paperclip cash owed to house to your shift report and leave it in the cash register for 2nd bartender.
 - o If there is cash owed to server, text Colby and it will be Venmoed or left in your envelope later. Do NOT short the till!
 - o After the till is completed, wash any glasses in the bar sink. If there are any trash cans that need to be emptied, take trash to alley and replace bags.
 - o If appropriate, check the restrooms to see if they need any new paper products.
 - o Clock out at POS
5. The whole idea is to help each other to make business flow in an easier manner.

Bar Back

1. Ask bartenders what beers they will need restocked, check the coolers periodically
2. Ice down beers by the storage closets in water and ice
3. Bus tables
4. Check on trash, empty any full trash cans
5. Refill bar ice if needed
6. Restock any items bartenders need if they are too busy serving
7. Check with kitchen and help when needed there

Closing/End of Day

- Turn off “OPEN” signs in kitchen window and office window
- Move “OPEN” sandwich board from sidewalk to inside the gate under cover
- Close gates to Abbot and Hwy 90
- 1. Patio Yard (including Upper Deck, Bus, Tipi-Kiva)
 - Bus all tables
 - Close umbrellas and turn off heaters. Extinguish and cover any fires
 - Turn off/unplug lights
 - Collect any trash
- 2. Stage
 - Clean up trash
 - Turn off lights and sound system
 - Cover speakers if weather conditions necessitate
- 3. Bathrooms
 - Collect trash
 - Clean if needed
 - Turn off lights and close doors (don’t need to lock)
- 4. Steel Barn Building and Patios
 - Bus all tables
 - Turn off/unplug lights
 - Lock storage closet in back patio
 - Close garage door AFTER all trash has been taken to the dumpster (alley padlock combo is 2336)
 - Close all doors
- 5. Close the Day
 - Adjust any credit card bills that require tips, Close any open tabs (with 20% tip added)
 - **Preview End of Day** on POS to determine your credit card tips
 - Count money in register. Leave \$300 till and set aside cash drop (cash owed to house/the cash earnings for the day) Take credit card tips from cash drop. If there is not enough in cash drop for your tips, text Colby and it will be Venmoed or left in your envelope later. DO NOT SHORT THE TILL!
 - **Perform End of Day** on POS.
 - 1. If anyone is not clocked out, force clock them out.
 - 2. If any tabs are not closed, choose “view” and rectify. If it is an employee’s or regular’s cash tab, you can move it to the next business day
 - 3. Generate the End of Day report. Print it out by tapping the printer icon on the top left. Please also tap the email icon on the top left and send the End of Day report to **colbyfm@gmail.com**
 - 4. Remember to CLOSE THE DAY! Close TouchBistro. Make sure iPads are charging, turn them off. Make sure card readers and charging.
 - 5. Put cash drop, End of Day printout, any receipts, any shift reports together with paper clip. (You will drop these off in the office)
 - Lower and lock security wings
 - Restock beer coolers for the next day then lock all storage closets. If any inventory is low, make a note and leave on register. Cap liquor bottles. Replace empty kegs, put new keg in back fridge.
 - Wipe down all surfaces well, close salt rimmer, keep it clean to prevent ants!
 - Turn off light switches (for TV and lights) and lock door
- 6. Make sure street gates and storage closets are locked
- 7. Trash cans can be left empty so they can be cleaned in the morning
- 8. Turn off kitchen lights if they are on and lock door from kitchen to bar
- 9. Drop off End of Day in office, in the white drop box.

DATE:

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