



Nightlife Bottle Server Handbook

Female Bottle Servers · Cocktail Servers · Bartenders

Welcome to the Lookout Tavern nightlife team. This handbook covers how we look, how we promote, and how we run bottle service from the moment you clock in to final checkout. Read it before your first nightlife shift and keep it handy — the standards here are what make our nights feel like an experience.

One quick term: “MOD” means the **Manager on Duty** — the manager running your shift. Anytime a policy says to check with the MOD, that’s who you ask. When in doubt about anything here, ask them.

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1 APPEARANCE & UNIFORM STANDARDS

In short — Arrive full-glam and in your assigned uniform, clean and nightlife-ready, every shift.

Glamour Standard

Nightlife is a high-energy, guest-facing environment. All staff are expected to arrive looking polished, confident, and nightlife-ready.

Hair

- Hair must be clean, styled, and shift-ready upon arrival.
- Hairstyles should be varied and refreshed regularly.
- Approved hairstyle examples are posted on the office door for reference.

Makeup

- Full-glam makeup is required for every nightlife shift.
- Arrive with your makeup completed.
- Getting ready in the restroom before your shift is not permitted unless:
 - You worked a dinner shift and are staying for nightlife, or
 - You received your assigned outfit that evening.

Nails

- Nails must be clean, maintained, and presentable.
- Chipped, broken, or excessively grown-out nails are not acceptable.

Uniform Assignments

Uniforms are assigned on a rotating schedule.

- A full month's outfit schedule will be posted at the beginning of each month.
- Weekly updates, changes, and special-event attire will be communicated through the staff group chat.
- The current schedule will also be posted on the nightlife office door.

Employees are responsible for arriving in, or receiving, the correct assigned outfit each shift.

Required Employee-Provided Items

The following items are each employee's responsibility to provide:

- High-waisted black cheeky bottoms (shapewear-style preferred)

- Solid white sneakers
- Solid black sneakers
- Knee-high solid black boots

Tights & Socks

Lookout Tavern provides your initial set of required tights and socks. After that, employees purchase replacements as needed, including:

- Nude tights
- White scrunch socks
- Thigh-high black socks

All items must be clean, properly fitted, and in good condition for every shift. Replace any worn, damaged, torn, or missing uniform items before your next scheduled shift.

The following are not acceptable:

- ✗ Holes
- ✗ Tears
- ✗ Runs in tights
- ✗ Excessive wear
- ✗ Damaged or stained uniform pieces

Footwear Standards

- Shoes and boots must be clean and well-maintained at all times.
- Footwear should be in presentable, near-new condition.
- Sneakers must be solid in color with no contrasting soles, logos, or accents.
- Converse-style shoes are **not permitted**.

Lookout Standard

Every nightlife employee represents the Lookout brand. Professional appearance, attention to detail, and pride in presentation are expected every shift. Arrive dressed, prepared, and ready to provide an exceptional nightlife experience.



2 SOCIAL MEDIA

In short — Post every shift, tag @lookoutavernaz and @lookoutlatenight, and use #Lookoutaz.

All FOH staff are required to post at least once per shift. Your post may be any one of the following:

- A share of the Lookout post of the day (adding your own comment is recommended).
- A selfie before or during your shift.
- A food- or beverage-related post.
- Something creative!

Every post must:

- Tag @lookoutavernaz and @lookoutlatenight.
- Use #Lookoutaz.
- Like & follow both the Facebook and Instagram pages, and allow us to follow you back.

Selling bottles is your job. Post before your shift with the intent of selling a bottle and bringing people in — and it shouldn't be your only post of the week. Need special bottle pricing for a post? Talk to the MOD first. All posts are verified, and repeated failure to post has consequences.



3 GENERAL INFO & CONTACTS

In short — Discounts, parking, availability, and who to reach.

Discounts, Drinking & Shift Meals

- Employee discount: **20%**.
- After-shift drinks are allowed once you are clocked out, changed out of all Lookout attire, and have the MOD's approval.

Parking

- Parking is limited. Park in the spots available behind the building.
- Do not park in other businesses' spots. Front spots are for customers.
- Trouble finding a spot? See the MOD.

Availability

- Use 7shifts to update availability, swap shifts, or request approved time off.
- If a swap or time-off request is not approved, you are expected to arrive for your shift.

Contact

- **Store address:** 830 East Greenway Pkwy, Suite 100, Phoenix, AZ 85022
- **Store phone:** (602) 926-9786
- **General Manager — Todd Ahlf:** (480) 695-7266 · Todd@lookoutaz.com
- **Nightlife Manager — Dearan Bartholomew:** (469) 688-8561 · dearan@lookoutaz.com
- **Uniforms — Erica Stout:** (602) 826-1014 · erica@lookoutaz.com
- **HR / Payroll — Kevin Stout:** (602) 909-3136 · kevin@lookoutaz.com



4 ARRIVAL, PREP & SET-UP

In short — Clocked in by 8:30, prepped, and every table set by 9:30.

Arrival & Clock-In

- All bottle servers must be in the building and clocked in by **8:30 pm**.
- If you are running late, message on Google Chat so the MOD is informed. Consequences may follow if lateness becomes an issue.
- Arrive fully dressed and ready to go in the correct outfit and in proper shape, per the Appearance & Uniform Standards.

Prepping

Before buckets hit the floor: comfortable clothing and shoes may be worn while prepping, but once you place buckets out on the floor you **must be in complete uniform**. Wearing your uniform under your clothing is required.

Juices

- Always ask your lead how many of each juice to make — they are expensive to waste.
- Only prep cranberry, orange, and pineapple juice.
- When making orange juice, tell the barback if you are running low — do not use all of it before communicating with them.
- Prep juices in the server station and clean up any messes. All juices are kept in the server station fridge.

Buckets

- Rinse buckets with sanitizer, then rinse again with warm water.
- Build each bucket in BOH with:
 - 3 stacks of cups (15 total)
 - Bottle lock
 - Tall cup with a stack of black napkins
 - Scoop
 - Short straws

- Do not use any cracked or broken buckets — set damaged ones aside and report them to the MOD.
- Clear buckets need a working sticky light on the outside bottom of the bucket.
- Bring in all prepped buckets, the 3-tier storage container, light-up bottle presenters, storage tote of cups, and all light-up wands.
- Check that cups are clean, then place them on the bottom shelf by the kitchen door. Put the 3-tier container and other accessories on the top shelf, out of the kitchen staff's way.
- Buckets go on and around the subwoofer next to Table 10 until set up — do not block any walkway.

Table Set-Up

- Wipe down all black nightlife tables — top, base, and center parts.
- Place clear buckets on all tables.
- **Tables 17 & 18:** bucket to the right of the table, 3 stacks of cups to the left in a triangle, and the lock and tall cup (straws, scoop, napkins) in front of it.
- **All other tables:** bucket in front, 3 stacks of cups in a triangle behind to the left, and the lock and tall cup (straws, scoop, napkins) behind to the right.
- If a reservation requires decorations, set them while setting up. Balloons and other items are in storage — confirm colors with the reservation.

All tables MUST be set by 9:30 pm. That includes finishing all social media and being ready to greet customers at the host stand when the lights change to nightlife.



5 BOTTLE SERVICE

In short — Greet, secure payment, present big, and take great care of your table.

Greeting Your Party

- Find out who the primary person is (who is buying the bottle), and shake their hand.
- Greet your guests at the door and introduce yourself: *“Hi! My name is _____ and I’ll be taking care of you tonight!”*
- Confirm which bottle they’d like and complete the transaction at the host stand POS before seating them. Always make sure the receipt is signed.
 - **Cash exception:** do not close cash transactions at the host stand POS. Seat the guests at their assigned table and complete the transaction at the server station POS.
- Walk customers to their table slowly so they don’t get left behind, especially on busy nights.
- Once seated, ask what brings them in: *“What brings you out tonight?”* · *“Are we celebrating anything?”* If the table is decorated, say *“Happy Birthday!”* or *“Congrats!”*
- Offer mixers: pineapple, cranberry, and orange juice, plus any Coke products including lemonade and Red Bull.
 - Each bottle comes with 3 mixers free of charge.
 - Red Bull: up to **4 free** per bottle purchased. After that, ring them in individually.
- Bring the mixers and ask a security guard to grab ice for the table.
- Ask when they want their bottle brought out (some wait until it’s busier or their whole party arrives).
- If more than one bottle was bought, bring the extra locks to the table before the bottle(s) — locks always go down first.

Bottle Presentation

Big smiles the entire time — look like you’re having a blast!

No bottle is run with the lights still on or no DJ playing music.

At least 3 girls run each bottle. If the bottle girls are busy, ask a cocktail server or bartender for help, or see the MOD.

- Gather the bottle servers, or have security call them back to the kitchen doors.
- Only open the bottles being run immediately — even if a table bought more than one, don't open the others until they're ready.
- Place a pour spout in the bottle and set it in a light-up sign.
- **Whoever's table the bottle is for** holds the bottle when presenting it, with the exception of multiple bottles being run for the same table at the same time.
- The person holding the bottle **never leads and is never last** — always be in the middle.
- Other girls running the bottle hold signs and lights.
- Tell the security guard by the kitchen doors which table you're going to. Never walk to a table without security leading the way to keep a clear walkway.
- Customers pay for an experience — don't rush. Walk slowly, and only put down the lights and signs when the girl holding the bottle does.
- Go up and down with the lights and music. Don't be stiff — move to the beat, stay in tune with the girls around you, and have fun. Put your hips into it!
- Once the presentation is over, take all signs and lights back to the kitchen and turn them off.

Working Your Tables

- Interact with guests in a fun yet professional way: get them up to dance, pour shots, dance with them, be yourself, and have fun.
- After the 2nd round, bring a bucket of ice and bottles of water. If the waters have no bucket, line them up neatly in the bottle's bucket.
- Be attentive — when drinks get low, offer to pour another with fresh ice.
- **Do not over-serve.** It's your responsibility to monitor how much alcohol guests consume. Notify security and/or the MOD if you see signs someone is too intoxicated, including:
 - Aggression
 - Slurred speech
 - Incoordination (stumbling / swaying)
 - Mood and behavior changes
 - Memory loss
 - Drowsiness

- **Always lock the bottle before you walk away.** Never leave an open bottle unattended.
 - If a lock doesn't fit, notify security to keep watch and tell the table they may not pour their own drinks or touch the bottle.
 - If a customer rips off the lock, notify security so they can be warned. The second time, the bottle goes back to the kitchen; the third time, the table is asked to leave.
- Once the bottle is finished, take it and throw it away. Never leave an empty bottle at the table.

Order of Priority

- **Your table!**
 - Drinks fresh / not empty; mixers and ice full
 - Customer is happy and enjoying their night
 - Table not cluttered with dirty cups and trash — you buss your own table
- Cocktail as needed for your table and other customers.
- Entertain / dance on the back of booths — if you're up dancing and see your table needs something, get down and serve them.
- Help other tables that aren't yours — we're a team!

Closing Guest Out

- Once bottles are $\frac{3}{4}$ **empty**, ask if they'd like to purchase another.
- If they're done and the bottle is gone, clear all bottle-service accessories, leaving only their drinks.
 - Never leave an empty bottle at the table. Return all bottle-service equipment to the dishwashing area.



6 CLEAN-UP & CHECKOUT

In short — *Run your checkout first, then break down once the guests are gone.*

Run your checkout BEFORE you start cleaning. Print it and leave it on the desk in the office — don't wait for the MOD to send you to the office.

Stay in uniform until the guests are gone. Don't change into normal clothing and shoes, and don't do any major cleaning, until all customers are out of the building.

- At **1:45**, bring back any empty buckets and start clearing the floor: cups, empty beer and liquor bottles, napkins, empty water bottles, and any other trash on tables and the floor.
- Take all bar cups back to the bar to be washed — including the “clean” ones. Give the barback the storage container to refill with clean cups.
- The lead assigns clean-up tasks. From there, follow the Bottle Service closing checklist
- No employee clocks out and leaves unless told to by the **lead or MOD**.



7 STEPS OF SERVICE

In short — A quick-reference checklist of the full bottle-service flow above.

- **Greet** — introduce yourself with a smile, ask which bottle, and confirm if they’re celebrating.
- **Payment** — collect payment once the bottle is chosen. Never run a bottle until the transaction is complete. Get a handwritten receipt copy for card payments (check out on the POS, not the handheld).
- **Mixers** — up to 3 mixers/chasers; Red Bull up to 4 free per bottle, then ring in individually.
- **Set-up** — prepare mixers at the table, tell security ice is needed and which table, have enough glassware, and place the lock before bringing out the bottle.
- **Run the bottle** — have security call girls, prep signs/lights, and bring your key/magnet so you can lock the bottle. Always lock before you walk away.
- **Close out** — at $\frac{3}{4}$ empty offer another bottle; when finished, clear accessories (leave drinks), never leave an empty bottle, and return equipment to dishwashing.



8 FLOOR MAP

In short — Know the VIP room before the lights change.

