

BARTENDING ADVISORY GROUP

CUSTOMER SERVICE TIPS

A BARTENDER'S REQUIREMENTS

Start your shift by making sure to keep the bar clean and wiped down.

Greet customers with a welcoming smile and introduce yourself, while placing a napkin or coaster in front of your new guest, while ensuring the Logo is facing them (when applicable).

Look and act professional at all times & ask for Identification of anyone you're unsure of.

Review any food or drink specials, and if a patron seems undecided on what to order...
make drink suggestions.

Remember the customer's name & their drink order,
(when delivering their drink, repeating their names can help with your memory).

When a patron's drink is low, ask if they would like another,
& keep yourself available for any questions or service needs.

Be honest (no overcharging or underpouring) & treat everyone with the same care & respect.

Don't fixate on tips. When your customers are ready to leave, thank them & smile.

Clean the bar as soon as the patron leaves, clearing away empty glasses & plates
as needed & wiping it down.

During your shift, keep an eye on your supplies, and replenish as needed while always
remembering... if you have time to lean... you have time to clean.