

Bar Standards and Service Training Guide



Use the guide below to prompt answers from your staff by asking the questions relevant to your business or posing an example scenario for their ideas on how they would respond in a given situation.

Ensure they are clear of their role and responsibilities in your business and the standards of service you expect from them.

WHEN TO TRAIN

To help staff understand the importance of delivering drinks with speed and quality, as well as highlighting ways to ensure the bar is set up to help achieve great service at all times. A clear procedure for opening and closing a bar will enable staff to maximise sales and project a professional image. It is also advisable to have a list of jobs that staff should complete if the pub is quiet at any time. This will ensure that all areas are clean and could lower cleaning costs.

SIGNS OF POOR PRACTICE

- Dirty bar top - spillages left
- Dirty glasses left on tables
- Glasses not clean, cool and dry
- Customers moving debris from tables or chairs before sitting down
- No lemon, lime or oranges freshly prepared and stored in appropriate containers
- Complaints from customers
- Untidy bar
- Chillers/shelves not stocked/stock not rotated
- Empty ice bucket/ice scoop is kept in ice bucket
- Spirit measures not cleaned every fortnight

SAMPLE QUESTIONS OR 'SCENARIOS' TO USE WITH YOUR STAFF

Questions

- Why is it important to have all areas ready for service?
- How often should we clear tables?
- Name 5 'opening duties'
- Name 5 'on shift' duties
- Name 5 'closing duties'
- Show me how you would use the till
- What signs should you look for to ensure the glass you're about use is in a good condition?
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What would you do/say in the following situations?

- My beer doesn't taste right
- The fridge light is out
- The Ice scoop missing
- The drip trays are full
- What time do you close?
- My beer is warm
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SIGNS OF GREAT STANDARDS

Staff are smart, professional and prepared for opening and provide our customers with:-

- Friendly service
- Great atmosphere
- Fast service
- Cold drinks
- Product knowledge
- The bar is ready for business and eye catching



- ✓ Check glasses and ashtrays are cleared regularly
- ✓ Check the toilets every 20-30 minutes for toilet paper, soap, cleanliness etc.
- ✓ Check outside areas and smoking shelters
- ✓ Asking customers if you can get them drinks, when clearing glasses and plates
- ✓ Clearing debris from the floor inside and out, putting seats back under tables, menus always clean and not ripped or tatty
- ✓ Check merchandising is in place, clean and up to date with current promotions
- ✓ Mop up spills immediately
- ✓ Offer beer mats/coasters