
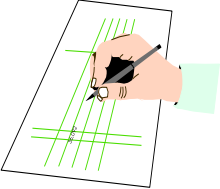



FOOD AND BEVERAGE

BARTENDER

Task 1: Clock In/Sign In

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|--|--|
| 1) Clock in. | a) Upon arrival at the property, clock in at security and/or appropriate department. | <i>Be punctual always.</i>  | Report for duty at least 30 minutes before shift begins. Enter through the designated area. |
| 2) Sign in.  | a) Sign or print your name on attendance record. b) Write or print legibly.  | <i>If a pencil is used, it can be erased.</i> | Pen used and identification card displayed. |

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Task 2: Collect Requisitioned Items and Stock the Bar

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|---|---|
| 1) Gather empty bottles. | a) Place bottles in an empty liquor cardboard box. b) If the box is heavy, place it on a trolley. | | Bar properly stocked before it is opened. |
| 2) Deliver empty bottles to store-room. | a) Push empty bottles on a trolley to the storeroom. b) Deliver the bottles to the storeroom clerk. | <i>For a small supply of bottles, use a 2 wheel trolley; for a large supply, use a 4 wheel trolley.</i> | |
| 3) Collect and check requisitioned items. | a) Collect a full bottle of liquor for every empty bottle returned. b) Check liquor bottles to ensure that they have the correct tag on them. c) For each item received, place a tick against the item on the requisition form. | <i>Liquor bottles not tagged are not considered to be owned by the property.</i> | Requisition form submitted the day before. |
| 4) Sign requisition form. | a) Use a pen and write or print your name legibly. b) Retain a copy of the beverage requisition form. | | Pen used. |

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Task 2: Collect Requisitioned Items and Stock the Bar

(continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|--|-----------------------------|
| 5) Transfer and store requisitioned items. | <p>a) Place liquor, wine and other bottled items that are not issued by the case in an empty cardboard box containing dividers.</p> <p>b) Place other requisitioned items on the trolley and transfer them to the bar.</p> <p>c) Place bottles in the bar storeroom or cupboard. In cases where there are no cupboards, place bottles on display shelves.</p> <p>d) Lock the storeroom cupboards or display shelves.</p> | <p><i>Individual bottled items are placed in boxes with dividers to avoid breakage.</i></p> <p><i>If there is sufficient space on the trolley, proceed immediately to the food storeroom.</i></p> <p><i>Stocking the bar before it is opened would allow the bartender to have the necessary supplies in order for the bar to run efficiently.</i></p> <p><i>Stocking the beer cooler with beer and wine before the bar opens allows the drinks to chill before serving.</i></p> <p><i>Bottled beverages would take about 1½ hours to 2 hours to be cooled in the beer/bottle cooler</i></p> | All bottles labeled. |

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Task 2: Collect Requisitioned Items and Stock the Bar

(continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|---|------------------|
| | | <i>If there is insufficient time to cool bottled beverages, placing a few bottles on ice would allow them to cool at a faster pace.</i> | |
| 6) File requisition forms. | a) Place requisition form(s) in the filing cabinet. | | |
| 7) Proceed to food storeroom. | a) Report to the food storeroom clerk. | | |
| 8) Collect and check requisitioned items. | a) Receive items according to the requisition form. b) For each item received, place a tick against the item on the requisition form. | | |
| 9) Sign requisition form. | a) Use a pen and write or print legibly. b) Retain a copy of the requisition form. | | Pen used. |
| 10) Transfer and store food items. | a) Place food items on trolley and take them to the bar. | <i>Make a second trip to the food storeroom, if necessary.</i> | |

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Task 2: Collect Requisitioned Items and Stock the Bar

(continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|--|---|-----------|
| | <p>b) Store food items in their appropriate places, e.g. cupboards or cooler.</p> | <p><i>Do not store food items in cases, as boxes tend to attract roaches and other insects.</i></p> <p><i>When storing food items, use the 'first in first out system' (FIFO). For example, new items should be placed at the back of the cupboard and older items should be placed in front.</i></p> | |
| 11) File requisition forms. | a) Place copies of requisition forms in filing cabinet. | | |
| 12) Proceed to supply storeroom. | a) Report to the supply storeroom clerk. | | |
| 13) Collect and check supplies. | <p>a) Receive items according to the requisition form.</p> <p>b) Collect paper supplies.</p> | <p><i>Supplies are not collected on a daily basis. Sufficient supplies should be ordered to last for at least 2 weeks to 1 month.</i></p> | |

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Task 2: Collect Requisitioned Items and Stock the Bar

(continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|---|-------|-----------|
| 14) Transfer and store supplies. | <ul style="list-style-type: none">a) Place all requisitioned items on the trolley and transfer them to the bar.b) Store items in their appropriate places. | | |

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Task 3: Prepare Bar For Opening

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|---|--|---|
| 1) Check bar for cleanliness. | a) Inspect the entire bar to ensure that it is clean. | | Bar and all related equipment/utensils cleaned according to health code standards. |
| 2) Check glass supply. | b) Inspect glasses to ensure that: <ul style="list-style-type: none"> • there is an adequate supply; • they are properly cleaned and polished. | <i>Number of glasses would depend on the size of the bar, the size of the hotel and the turnover of business.</i> <i>If there are insufficient glasses, secure additional ones from the kitchen or the bar storeroom.</i> | Stocked up to par. Cleaned and polished. No cracks, marks or chips. No shortage for service. Glasses inverted on plastic mesh. |
| 3) Secure ice. | a) If there is an ice machine behind the bar, fill the bus pan or ice pail with ice, using an ice scoop and pour the ice in the ice sinks. b) If there is no ice machine behind the bar or in the bar storeroom, roll the ice caddy to the nearest ice machine in the kitchen. | <i>Only use bus pan or ice pail for transferring ice from the ice machine.</i> <i>Ensure that there is an ample supply of ice at the start of the shift for the anticipated business.</i> | No shortage for service. Ice scoop used. No hands, glasses or other objects used to scoop ice. Ice is fresh and clean. |

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Task 3: Prepare Bar For Opening (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------------|---|---|---|
| | c) Fill the ice caddy with ice using the ice scoop. d) If the hotel has its own icehouse, collect sufficient bags of ice and empty them into the ice caddy. e) Return the ice caddy to the bar and fill the sinks with ice, using an ice scoop. | <i>Some properties have their own icehouse where the ice is made and bagged.</i> <i>Do not over pour ice in ice bin.</i> | No debris. |
| 4) Place prepared mixes on ice. | a) Rest the bottled mixes on the ice e.g. orange juice, lemon juice, pineapple juice, V8 or tomato juice, Goombay Smash, Bahama Mama, Piña Colada, etc. | | All mixes in place for each workstation. |
| 5) Set up food condiment caddy. | a) Arrange condiments in the condiment caddy e.g.: lemon twist, orange, sliced lemon and lime, cocktail cherries, olives and onions. | <i>All condiments are placed in separate compartments.</i> | Items neatly arranged. Leftover orange, lemon and lime discarded at the end of the shift. Cherries, olives and onions checked daily for freshness. |

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Task 3: Prepare Bar For Opening *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------------|---|-------|---|
| 6) Set up paper condiment caddy. | a) Place straws, cocktail napkins, stirrers, toothpicks, cocktail umbrellas (parasols) and cocktail swords in paper condiment caddy. | | |
| 7) Position condiment trays. | a) Place the food and paper condiment caddies at the service end of the bar. | | |
| 8) Set up bar aide caddies. | a) Place a set of napkins, stirrers, sip straws and long straws in bar aide caddies. b) Place bar aide caddies on bar counter every 8 to 10 feet. | | |
| 9) Set up preparation/work-station. | a) Place plastic mesh on bar counter. b) Turn down shot/jigger glasses and cocktail shakers on plastic mesh. c) Rest cocktail spoons, strainer, bottle opener, can opener, cork screw, ice tong, salt and sugar rimmer on the plastic mesh. | | Preparation work - station plastic mesh approximately 3 feet by 1 foot. Workstation close to juices and ice sinks. |

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Task 3: Prepare Bar For Opening (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|--|-----------|
| | <p>d) Place master bar mat on plastic mesh, positioned on the inside edge of the bar counter.</p> <p>e) Place blender in correct position on bar sink counter.</p> <p>f) Place filled salt and pepper shakers, one bottle of Tabasco sauce, lea and perrin sauce and angostura bitters on plastic mesh.</p> <p>g) Place 3 to 4 cans of every brand of soda on the plastic mesh in the following order: club soda, tonic water, ginger ale, 7-up, coca cola or Pepsi cola, diet coke or diet Pepsi.</p> <p>h) Secure a supply of clean bar towels from the linen room. Tie one securely on the towel holder for drying hands.</p> | <p><i>Ensure that blender is in good condition.</i></p> <p><i>These are set up in bars where there are no fountain sodas or bar guns.</i></p> <p><i>If the bar has a bar gun/fountain, it must be located near the workstation.</i></p> <p>Ensure that the bar has a supply of disposable rags for cleaning the bar counter.</p> | |

FOOD AND BEVERAGE

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Task 3: Prepare Bar For Opening (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|--|---|---|
| 8) Set up snacks. | <ul style="list-style-type: none"> i) Place the other towels in the cupboard. a) Collect clean snack bowls and inspect them for cleanliness and damage. b) Place snacks in snack bowls. c) Rest snack bowls on shelf behind the bar. | <p><i>Ensure that there is an adequate supply of snacks for the duration of the shift.</i></p> <p><i>Do not mix different types of snacks together.</i></p> | <p>All public bars supplied with snacks, according to hotel's standards.</p> <p>All snacks fresh.</p> |
| 9) Set up drink menu. | <ul style="list-style-type: none"> a) Place menus next to each bar aide caddie on bar counter. | | |
| 10) Check computer paper supply. | <ul style="list-style-type: none"> a) Ensure that there is adequate supply of computer paper for printing checks. | | |
| 11) Set up ashtrays. | <ul style="list-style-type: none"> a) Collect clean ashtrays and inspect them for cleanliness and damage. b) Place ashtrays in the centre of the bar counter between every other stool. | | <p>Ashtrays clean, dry, free of chips cracks and debris.</p> |

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Task 3: Prepare Bar For Opening (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|--|---|
| | c) Place a book of matches on the edge of each ashtray. | | Where logo matches are provided, ensure that they are closed. |
| 12) Check soda syrup supply. | a) Lift the container of syrup to determine its weight. | <i>A full tank contains approximately 5 gallons of syrup.</i> | A reserved supply of syrup is kept in the bar. |
| 13) Check Co2 supply. | a) Inspect the pressure gauge on the Co2 tank to determine whether it has sufficient supply of Co2. | <i>An experienced Bartender would know whether, based on the volume of business, the Co2 on hand would last during the shift.</i> | A reserved Co2 tank kept in bar storeroom behind the bar. |
| 14) Prepare liquor bottles for display. | a) Remove liquor bottles from storage cupboard. b) Wipe each bottle with a clean, slightly damp cloth. | | |
| 15) Set up liquor display. | a) Place one bottle of each premium and brand name liquor on the shelf with the label facing the guest. Start at the left end of the shelf, moving right. Place the liquors in the following order: <ul style="list-style-type: none"> • Hard liquor: Vodka Gin | <i>In some cases when bars are designed with two sided shelves, a complete set of liquor would be displayed on each side of the shelves.</i> | Only premium and name brand liquor are displayed. Liquor set up neatly and in order. |

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Task 3: Prepare Bar For Opening *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------------------|--|--|---|
| 16) Make sure cashier is present. | <p>Rum Scotch Rye Bourbon Brandy</p> <ul style="list-style-type: none"> • Apperatives: Sherry Bristol Cream Dry Sack Tio Peppi Hunting Port Harvy Port Dubonnet Campari Fernet Branca Pernod • Liqueurs Tia Maria Benedictine Banana Liqueur <p>a) Notify the manager if the cashier is not present.</p> | <p><i>Ensure that all bottle seals are in tact, including previously opened bottles.</i></p> | <p>In large properties each bar has a different colour code system.</p> <p>All liquor bottles have the correct inventory control sticker on them.</p> |

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Task 4: Attend Roll Call And Briefing Meeting

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|--|---|
| 1) Inspection of uniform and personal hygiene. | <p>a) Form a line by job categories:</p> <ul style="list-style-type: none"> • Bar boy • Bar Waitress • Bartender • etc <p>b) Answer to your name when called by the person conducting the meeting.</p> <p>c) Remain standing while the person conducting the meeting observes the following:</p> <ul style="list-style-type: none"> • hair • face • mouth • ear | <p><i>If you are late for or miss roll call and briefing meeting, you will miss out on receiving very important information that will help you in your job.</i></p> <p><i>Never answer for another person.</i></p> <p><i>Wash and get professional hair cuts and grooming regularly.</i></p> <p><i>Facials if necessary.</i></p> <p><i>Schedule regular dental appointments.</i></p> | <p>Attendance at roll call meeting is mandatory.</p> <p>Roll call and briefing is conducted as per hotel's standard.</p> <p>Be on time.</p> <p>Speak clearly.</p> <p>Hair free of dirt and particles and well groomed to the standard of the restaurant.</p> <p>Face free of dirt, properly washed and groomed to the standard of the restaurant.</p> <p>Mouth and teeth fresh smelling and clean.</p> <p>Free from wax and soap scum.</p> <p>Earrings worn by females only to the standard of the restaurant.</p> |

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Task 4: Attend Roll Call And Briefing Meeting (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|---|---|
| | <p>d) Clothing :</p> <ul style="list-style-type: none"> • uniform shirt/blouse • uniform jacket • uniform trousers/pants or skirt • panty hose • socks • shoes • apron • ties • name tags. <p>e) Hands and nails.</p> | <p><i>Ensure that uniform is clean and wrinkle free.</i></p> <p><i>Panty hose wrinkle free and the appropriate colour.</i></p> <p><i>Wear the right colour socks.</i></p> <p><i>Wear comfortable shoes. Rubber sole is better suited for the bar, to help prevent accidents.</i> <i>Never allow shoe heels to wear down.</i></p> <p><i>Apron clean and wrinkle free.</i></p> <p><i>Clean and wrinkled free</i></p> <p><i>Name tag is worn so employees can be easily identified.</i></p> <p><i>Ensure that all dirt is removed from nails.</i></p> <p><i>Always wash hands thoroughly after smoking cigarettes and using the rest room.</i></p> | <p>Cloths free of dirt, stains and smelling fresh. Clothes pressed and properly fitting to bar standard.</p> <p>No runs and holes.</p> <p>Coloured socks as per restaurant's standard. Shoes polished and neatly fitting.</p> <p>Apron free from dirt and stains.</p> <p>Ties free from dirt and stains.</p> <p>To be worn at all times.</p> <p>Nails free from dirt and properly manicured.</p> <p>No fingernail polish. No sculptured nails.</p> |

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Task 4: Attend Roll Call And Briefing Meeting (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|--|--|
| 2) Presentation of working utensils. | <p>e) Jewelry:</p> <ul style="list-style-type: none"> • bracelet • finger ring • earring • chain • watch. <p>a) Continue standing while the person conducting the meeting examines the following:</p> <ul style="list-style-type: none"> • pen (2) <ul style="list-style-type: none"> • pad <ul style="list-style-type: none"> • matches <ul style="list-style-type: none"> • other specialty working utensils. | <p><i>Excess jewelry can take away from the appearance of the uniform in the restaurant.</i></p> <p><i>Check pens for leaks, ink marks can damage uniform and presentation.</i></p> | <p>Jewelry worn in moderation and to standard of restaurant.</p> <p>Jewelry free from dirt.</p> <p>Working utensils on person at all times.</p> <p>Pens writing clearly.</p> <p>Pad neat and tidy, no pen marks or ragged edges.</p> <p>Matches dry.</p> |
| 3) Receive final instruction regarding station assignments. | <p>a) Listen to person conducting meeting giving information on the status of the station assignment (s) as follows:</p> <ul style="list-style-type: none"> • station assignment remains the same | | <p>Listen attentively.</p> <p>Take written notes.</p> |

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Task 4: Attend Roll Call And Briefing Meeting (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|---|---|
| 4) Receive information regarding special activities, events, bar updates etc. | <ul style="list-style-type: none"> • assign additional tables • reassign another station. <p>b) Write information on note pad.</p> <p>a) Listen to the person conducting meeting informing of special activities, events and update such as:</p> <ul style="list-style-type: none"> • holidays • special days • groups • V. I.P 's • memo <p>b) Write information on pad.</p> | <p><i>In the event that another bus person does not report to work, additional assignment and/or reassignments are necessary.</i></p> <p><i>Do not write information in your hand.</i></p> <p><i>If a customer asks a question and you don't know the answer, take personal responsibility to find the correct answer. "Never say you don't know".</i></p> <p><i>Everyone should have proper service, but V.I.P's should be given special attention.</i></p> <p><i>Ask questions for clarification.</i></p> | <p>Listen attentively.</p> <p>Take written notes.</p> |

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Task 4: Attend Roll Call And Briefing Meeting (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|--|--|
| 5) Presentation of day's specialty. | a) Observe while the Bartender shows and explains the days special: <ul style="list-style-type: none"> • size • portions • ingredients • preparation • preparation time • accompaniments • price. b) Write information on pad. | <i>When you are unaware of the days special, you cannot sell it properly.</i> <i>Ask questions for clarification.</i> | Listen attentively. Take written notes. |
| 6) Taste the day's special. | a) Use a straw to sample the special. b) Comment on the taste of the special. | <i>Give constructive comments.</i> | Sample in an orderly fashion. |
| 7) Receive instructions regarding "out of stock" and bar items. | a) Listen to the designated person (s), giving a listing of bar items not in stock. b) Write the list on a note pad. | | |

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Task 4: Attend Roll Call And Briefing Meeting

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|---|--|
| 8) Briefing of items to be “up sold”. | a) Listen to the designated person give a listing of the menu and bar items to be “up sold”. | <i>“Up sold” items are to be heavily promoted throughout the shift.</i> | Listen attentively. Take written notes. |
| 9) Voicing of staff views, concerns, congratulations etc. | a) Listen to the person conducting the meeting or the appropriate person(s), informing of staff views, concerns, congratulations, for e g: the previous nights service: <ul style="list-style-type: none"> • grievances • comment cards • new ideas for service • special achievements • birthdays • anniversary. | | Listen attentively. Speak clearly. Show respect to the speaker. Take written notes. |

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Task 5: Take Position at Assigned Station

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|--|---|-----------|
| 1) Sign into computer system. | a) Follow the approved "sign in" procedure at your property. | <i>"Signing in" gives the bartender access to the computer system.</i> | |
| 2) Stand behind the bar. | a) Position yourself in the appropriate location. b) Stand in an erect position and be alert. | <i>No slouching.</i> <i>No reading magazines, newspapers, etc.</i> <i>No gossiping and small talk.</i> <i>No gathering around the cashier's station.</i> <i>No chewing of gum and other food items.</i> | |

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| Task 6: Take An Order | | | |
|---------------------------------------|--|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Greet the guest. | <p>a) Make eye contact and smile.</p> <p>b) Greet guest with a warm salutation, e.g. "Good morning/ afternoon/ evening, Sir/ Madam. What would you like to have this morning/ afternoon/ evening?"</p> <p>c) Greet the guest by last name, if known; e.g. Good evening, Mr./Ms. Johnson.</p> <p>d) Place a napkin in front of each guest, with logo facing up.</p> <p>e) Present each guest with a menu.</p> | <p><i>Greet guest with a warm and friendly smile.</i></p> <p><i>Do not greet guest in a casual manner; e.g., "Hey/Hi, How you doing?"</i></p> <p><i>Do not yell from the other end of the bar or across the room.</i></p> | <p>Guest given full attention.</p> <p>Every guest greeted by the bartender.</p> <p>All guests at the bar greeted within three minutes.</p> <p>Guest greeted by name if known.</p> <p>Speech is clear, no slang.</p> <p>Correct posture maintained.</p> |
| 2) Use suggestive selling techniques. | <p>a) Recommend drinks that cost less to produce and yield a bigger profit margin, e.g. "May I suggest a Bahama Mama."</p> | <p><i>When there is more than one person ordering, verify whether or not they want separate cheques.</i></p> | <p>Ladies' orders taken first, host last.</p> |

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| Task 6: Take An Order (continued) | | | |
|-----------------------------------|--|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | b) Recommend the special of the day. | <i>Enquire of guest whether or not they are house guest or outside guests.</i> <i>If guest is a house guest, get the room number.</i> | |
| 3) Record the order. | a) Use a pen. b) Write the guest's order down on a note pad. Write the number of guests being served. | | |
| 4) Repeat the order. | a) Read the order for the guest to confirm it. Emphasize special request. | <i>Examples of special requests: an order of extra garnishes with drink.</i> | |

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Task 7: Create a Check

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|--|-----------|
| 1) Enter a table number into the computer. | a) Touch the appropriate table number on the computer screen. b) Enter the number of guests on the computer screen. c) Press the word menu, which would bring up letters of the alphabet representing the bar menu. d) Press the appropriate letter, e.g. 's'. This will bring up the names of all items that begin with the letter 's'. e) Press the appropriate item ordered, e.g. scotch. All brands of scotch will be displayed. f) Press the appropriate brand of scotch, e.g. Johnny Walker Black. g) If there are three orders for Johnny Walker Black, press it three times. | <p><i>A blank check will be displayed on the computer screen.</i></p> <p><i>The alphabetical menu includes beer, wine by the glass and wine by the bottle.</i></p> | |

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| Task 7: Create a Check (<i>continued</i>) | | | |
|---|---|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 2) Create a manual check. | <p>h) Review the check to ensure that the order is correct.</p> <p>i) Press the words "Print check."</p> <p>a) Obtain a check from the cashier.</p> <p>b) Write the table number, number of guests and bartender's name on the check.</p> <p>c) Write the drinks ordered on the check.</p> <p>d) Give the check to the cashier who will write the price of the drink on it.</p> | <p><i>While the computer is printing the check, begin to prepare the order.</i></p> <p><i>Manual checks are used if the computer system is down.</i></p> <p><i>The check is totaled if the guest wishes to pay right away.</i></p> <p><i>If not, the check is left open and placed in front of the guest.</i></p> | |

FOOD AND BEVERAGE

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| Task 8: Prepare Drinks | | | |
|-----------------------------|---|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare drink. | <p>a) Follow the established recipes for all drinks.</p> <p>b) If a request is made for an unusual drink, consult a fellow Bartender or Bar Manager.</p> <p>c) If a Bartender or Bar Manager is unfamiliar with the drink, then refer to the Bartender's Bible (recipe book).</p> <p>d) If unable to locate recipe in recipe book, ask guest for ingredients.</p> | | <p>All drinks made to recipes.</p> <p>Freshly prepared.</p> <p>All bars have a recipe book at all times.</p> <p>No spills.</p> <p>Pricing of items should be referred to Bar Manager.</p> |
| 2) Prepare Tropical Drinks. | <p>a) Pour mix into a cocktail shaker glass.</p> <p>b) Add liquor (1¼ ounce) to mix.</p> <p>c) Place cracked ice in stainless steel shaker, using scoop.</p> <p>d) Holding the shaker glass in the left hand, quickly clamp the steel shaker over the rim of the glass shaker.</p> | <p><i>Tropical drinks include the following:</i></p> <ul style="list-style-type: none"> • Bahama Mama • Goombay Smash • Planter's Punch • Yellow Bird • Bossanova | <p>No spillage or waste.</p> <p>Glass or hand not used to scoop ice.</p> <p>No liquid spillage, no ice spillage from stainless steel shaker.</p> |

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| Task 8: Prepare Drinks (<i>continued</i>) | | | |
|---|---|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 3) | <p>e) Hold both containers together at shoulder level (over the left shoulder).</p> <p>f) Shake the two containers together for 5-10 seconds.</p> <p>g) Turn cocktail shaker glass on top of the stainless steel shaker, allowing contents to pour into it.</p> <p>h) Using the outside palm of the hand, gently tap the area where the two container meet at an 85 degree angle.</p> <p>i) Pour mix in the appropriate (12-ounce) glass.</p> | <p><i>Shaking the mix causes it to form a head.</i></p> | |
| 3) For large orders, (8 or more drinks). | <p>a) Fill each 12-ounce glass with cracked or cubed ice.</p> <p>b) Pour mix in blender according to standard recipe.</p> <p>c) Add liquor to mix.</p> | <p><i>Follow drink recipe for the correct measurement.</i></p> | |

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| Task 8: Prepare Drinks (<i>continued</i>) | | | |
|---|--|-------|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | d) Turn blender on for approximately 5 seconds. e) Turn blender off. f) Pour mix in glasses over ice. | | |
| 4) Prepare garnish. | a) Stick the sharp end of the cocktail sword or parasol into a cherry and a slice of pineapple or orange. | | |
| 1) Position garnish. | a) Place the garnish on the rim of the glass with the orange or pineapple on the inside of the glass and the cherry resting on the outside rim of the glass. | | |
| 2) Position straw. | a) Remove the wrapper from the straw, leaving an ½ inch of paper on the top of the straw. b) Place the straw in the drink. | | |

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| Task 8: Prepare Drinks (<i>continued</i>) | | | |
|---|--|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 7) Prepare wine by the glass. | a) Retrieve a chilled glass from the cooler, if the request is for white or rose wine. b) Retrieve an unchilled wine glass from the shelf, if the request is for red wine. c) Retrieve the requested, rosé or white wine from the wine cooler or the red wine from the shelf. d) Pour 5 ounces of ordered wine into wine glass. | Avoid shaking red wine bottle in order to keep the sediments at the bottom of the bottle. | |
| 8) Prepare beers. | a) Retrieve a chilled pilsner glass and beer from the cooler. b) Pour beer into glass until a ½ inch head is visible. | Pouring the beer into the glass quickly allows it to form a head. | |

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| Task 9: Present Drink and Check | | | |
|---------------------------------|---|---|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Collect drink and check. | <p>a) Retrieve the printed check from the computer printer.</p> <p>b) Collect the drink from the bar counter and place on the cocktail napkin in front of the guest.</p> <p>c) Before presenting the check, ensure that you charged for everything that you served and that the check is correct.</p> <p>d) Place the check in a check presenter and place it directly in front of the guest or host.</p> <p>e) Indicate to guest you will collect payment at their convenience.</p> <p>f) Thank the guest.</p> <p>g) Return when appropriate, for payment.</p> | <p><i>The cocktail napkin was placed on the bar counter when taking the order.</i></p> <p><i>If the guest removed the napkin, replace it.</i></p> <p><i>Use best judgement when determining which guest receives the check.</i></p> <p><i>Maintain eye contact and smile.</i></p> | <p>Check is neat and clean:</p> <ul style="list-style-type: none"> • no spills, spots, stains • check is legible • no crossing out. • amount is correct <p>Check presenter is clean:</p> <ul style="list-style-type: none"> • no stains, spots, spills • no stickers • no bent edges • the check is presented right after serving each drink and placed in front of guest on bar counter. |

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| Task 10: Receive Payment | | | |
|----------------------------------|--|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) When guest is paying by cash. | a) Receive money from guest and confirm with the guest the amount of money received. | <i>Always confirm with the guest the amount of money received.</i> | All cash counted. |
| | b) Present money and check to the cashier. If the guest is due change, collect if from the cashier and check the amount. | | |
| | c) Place the change in the "change tray" along with a copy of the receipt. | <i>Always confirm with guest the amount of change that they have received.</i> | Correct change is returned to the guest with a receipt. |
| | d) Place the change tray on the bar counter directly in front of the guest. | | |
| 2) Process travelers check. | a) Witness guest signing travelers check. | | Travelers checks referenced with guest room number. |
| | b) Make sure that the signatures match. | | |
| | c) Ask guest to print name and room number on the back of the travelers check. | | |

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Task 10: Receive Payment (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------|--|---|-----------|
| 3) Process room charges. | d) Ask non-hotel guest for drivers' license or other I.D. with address. | | |
| | e) Present travelers check and I.D. to cashier. | | |
| | f) Return change, receipt and I.D. to guest in a change tray. | <i>Always confirm with guest the amount of change that they have received.</i> | |
| | a) Ask guest to sign the check and print name and room number on it. | <i>Check will show guest's name, signature and room number.</i> | |
| | b) Collect signed check from guest. | | |
| | c) Ask guest for room charge card. | | |
| | d) Take both check and "room charge card" to the cashier to verify room credit status. | | |
| | e) Return "room charge card" and receipt to guest. | <i>If credit is not available refer to payment by cash procedure. (task 10 step 1).</i> | |
| | | | |
| | | | |

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BARTENDER

Task 10: Receive Payment (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------------|--|-------|--|
| 4) Process credit card charges. | <p>a) Receive credit card from guest and check the expiry date. If the date has expired, return the card to the guest and tactfully ask for another form of payment.</p> <p>b) Give credit card and check to cashier, who will imprint the correct voucher and fill in the check number, amount and approval code.</p> <p>c) If credit is denied, tactfully ask the guest for another form of payment.</p> <p>d) Return credit card and voucher to guest for signature along with a pen.</p> <p>e) Verify signature and total amount added correctly.</p> <p>f) Leave receipt, guest copy and carbons with guest.</p> <p>g) Thank the guest.</p> | | <p>Acceptable credit cards:</p> <p>American Express Optima MasterCard Visa Diners Club Discovery</p> <p>Credit card charges denied are addressed immediately according to procedures.</p> |

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Task 10: Receive Payment *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------|--|-------|--|
| 5) Process House Account. | a) Ask guest to sign, print name and account number on the check. b) Verify the name and print it if it is not legible. c) Place check in check presenter and give it to the guest along with a pen. d) Give house account check to the cashier, who will verify the account number. e) Thank the guest. | | <p>House accounts are used by the Executive/Management team.</p> <p>All payments are verified for:</p> <ul style="list-style-type: none"> • name • accuracy of account number • charge privileges <p>Only authorized persons may sign to house accounts.</p> |

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Task 11: Adding Orders To Open Checks

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------|---|-------|-----------|
| 1) Retrieve open check. | <ul style="list-style-type: none">a) Remove open check from bar counter in front of guest.b) Take check to computer and look for table number printed on check.c) Enter the appropriate table number displayed on the monitor. (The entire check will be displayed on the screen with the initial round of drinks served.)d) Press the word menu, which would bring up letters of the alphabet representing the bar menu.e) Press the appropriate letter, e.g. 's'. This will bring up the names of all items that begin with the letter 's'.f) Press the appropriate item ordered, e.g. scotch. All brands of scotch will be displayed. | | |

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| Task 11: Adding Orders To Open Checks (<i>continued</i>) | | | |
|--|---|-------|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | <p>g) Press the appropriate brand of scotch, e.g. Johnny Walker Black.</p> <p>h) If there are three orders for Johnny Walker Black, press it three times.</p> <p>i) Press “print” or “send,” allowing the new check to be printed, which will include the additional order.</p> <p>j) Discard the old check.</p> <p>k) Put the new check in the check presenter and place it in front of the guest.</p> | | <p>Check always placed in front of guest.</p> |

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Task 12: Take Wine/Champagne Order (by the bottle)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|---|-----------|
| <p>If the guest wishes to order wine or champagne:</p> <p>1) Take order.</p> <p>2) Print cheque.</p> | <p>a) Present guest with wine list.</p> <p>a) Refer to Task 6.</p> <p>a) Refer to Task 7.</p> <p>b) For each wine ordered, print two cheques.</p> | <p><i>One cheque is for the guest. The second copy is to accompany the requisition for the storeroom.</i></p> | |

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Task 13: Serve White/Rose Wine (by the bottle)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|---|-----------------------------|
| 1) Collect wine. | <ul style="list-style-type: none"> a) Retrieve wine from cooler. b) Check the label, year and vintage of the wine before approaching the guest's table. | <i>White or rose wine is served chilled.</i> | |
| 2) Present unopened bottle to host for approval. | <ul style="list-style-type: none"> a) Place a cloth napkin in the palm of the left hand. b) Rest the wine bottle in the palm of the left hand, on the napkin, label facing up, with the mouth of the bottle pointing parallel toward the forearm at an angle. c) Gently hold the neck of the bottle with the right hand. d) Present the wine to the host for approval, e.g. "For your approval, please." | <p><i>The host is normally the person who orders the wine and pays the bill.</i></p> <p><i>The host checks the wine to confirm whether or not the correct one was selected.</i></p> | Wine held in napkin. |

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Task 13: Serve White/Rose Wine (by the bottle) (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|---|---|
| 3) After the guest approves of the selection: | <p>a) Place the wine in the champagne bucket filled with ice and water.</p> <p>b) Place a bar towel on the top of the bar counter to the right of the host.</p> <p>c) Rest champagne bucket on the bar towel.</p> <p>d) Place a cocktail napkin on bar counter in front of each guest.</p> <p>e) Rest a chilled wine glass on each napkin.</p> <p>f) Remove wine from bucket and dry with a clean bar towel.</p> <p>g) Rest the wine bottle on the edge of the bar counter.</p> | <p><i>The bar towel absorbs the condensation from the champagne bottle.</i></p> <p><i>The host is normally the person who orders the wine and will pay the bill.</i></p> <p><i>Ensure that water is not dripping from the bottle.</i></p> | |
| 4) Open the wine. | <p>a) Retrieve the corkscrew and opener.</p> <p>b) Hold the bottle with the left hand.</p> | | Corkscrew always kept in one's pocket. |

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BARTENDER

Task 13: Serve White/Rose Wine (by the bottle) (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|---|-----------|
| | <p>c) Wrap the index finger of the right hand around the dull edge of the knife.</p> <p>d) Place the sharp side of the knife under the lip of the bottle's mouth.</p> <p>e) Secure the fleshy part of the thumb of the right hand around the opposite side of the bottle's mouth.</p> <p>f) Hold the bottle's mouth in this position firmly, while turning the bottle in an anti-clockwise direction, with the left hand cutting the foil from around the bottle's mouth.</p> <p>g) Throw the foil in the garbage bin.</p> <p>h) Wipe the lip and top of the bottle with a bar towel.</p> | <p><i>Foil should not be taken off with your fingernails.</i></p> <p><i>Older wines are normally molded below the foil.</i></p> | |

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Task 13: Serve White/Rose Wine (by the bottle) (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|---|---|-----------|
| | <p>h) Insert the corkscrew into the centre of the cork with the right hand. Holding the cork screw in an upright position, turn it clockwise, while simultaneously turning the bottle anti-clockwise until the cork screw has been inserted all the way into the cork.</p> <p>i) Place a small section of a clean bar towel on the mouth of the bottle.</p> <p>j) Anchor the lever on the rim of the bottle over the bar towel.</p> <p>k) Cover the anchored lever with one hand.</p> <p>l) Use your other hand to pull the lever up, lifting out the cork.</p> | <p><i>Use moderate pressure to insert the corkscrew. Applying too much pressure may cause the cork to fall into the bottle.</i></p> <p><i>Because the cork breaks easily, it is important to insert and turn the corkscrew straight down the centre to avoid breaking the cork.</i></p> <p><i>The bar towel prevents the mouth of the bottle from chipping if too much pressure is applied to the bottle.</i></p> | |
| 5) Present the cork to the host. | a) Rest the cork on the bar counter in front of the host. | | |

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Task 13: Serve White/Rose Wine (by the bottle) (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|--|--|
| 6) Pour a taste to the host for approval. | a) Wipe the lip of the bottle with a cloth. b) Hold the bottle in the right hand with the label facing up. c) Slowly pour a half-ounce of wine into the wine glass. d) Gently turn the bottle clockwise, while gradually lifting the bottle to an upright position. | <i>This removes any cork grain or impurities from the bottle.</i> <i>This pouring technique prevents the wine from dripping after the wine has been poured.</i> | |
| 7) After the host approves of the wine: | a) Pour the wine for each guest up to 1/3 inch from the rim of the glass. | <i>White and rose wines are served chilled and are traditionally served with white meat such as fowl, fish, seafood and turkey.</i> | Ladies served first, then men, host last. |
| 8) If the wine bottle is not empty: | a) Rest the wine in the champagne bucket. b) Place a bar towel through the champagne bucket handle. | | Bar towel never placed over wine bottle. |

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Task 13: Serve White/Rose Wine (by the bottle) *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|-------|--|
| 9) Follow-up service. | a) When the wine glass is almost empty, return to the guest and pour more wine. | | Ladies served first, then men, host last. |
| 10) When the wine bottle is empty: | a) Ask the host if he wishes to have another bottle; e.g. "Can I get you another bottle of Chardonnay." | | |
| 11) If the host says "Yes": | a) Retrieve another bottle from the cooler. b) Repeat Task 13, Steps 1 - 7. | | |
| 12) If the host wants a different wine: | a) Change the glasses and follow Task 13, Steps 1 to 7. | | |
| 13) If the host says "No": | a) Remove champagne bucket and empty bottle. | | |

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| Task 14: Serve Red Wine | | | |
|--|--|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Retrieve red wine from the cellar. | a) Handle the red wine carefully when bringing it from the cellar. b) Place the wine in a wine basket with the mouth of the bottle slightly protruding from the top of the basket. | <i>Never shake red wine. Red wine often throws sediment, as it grows older. This is a natural occurrence and shows that the wine is maturing in the bottle.</i> | Red wine is served at room temperature in an unchilled glass. |
| 2) Present unopened bottle to host for approval. | a) Rest the bottom of the basket in the palm of the left hand and the top of the basket in the palm of the right hand. b) Hold the basket in a semi-vertical position at a 45-degree angle with the top of the bottle pointing parallel toward the forearm of the left hand. If there is no basket, present the wine as per Task 13 for White/Rose Wine. c) Present the wine to the host for approval, e.g. "For your approval, please." | <i>Red wine is generally served with red or dark meat.</i> | Only red wine is presented in a basket. |

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Task 14: Serve Red Wine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|---|---|
| 3) After the host approves of the wine. | a) Rest the wine basket on the bar counter. b) If there is no basket, rest the wine bottle on a coaster on the bar counter. c) Place a napkin or coaster directly in front of each guest. d) Rest a glass on each napkin or coaster. | | |
| 4) If the host does not approve of the wine: | a) Make every attempt to secure the correct wine. | <i>Reasons why host might reject a bottle of wine:</i> <ul style="list-style-type: none"> • <i>wrong year</i> • <i>incorrect name brand</i> | |
| 5) Open the wine. | a) Take the wine out of the basket. b) Carefully rest the wine on the edge of the bar counter. | | |
| 6) Open the wine. | a) Retrieve corkscrew and opener. b) Hold the bottle with the left hand. | | Corkscrew always kept in one's pocket. |

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Task 14: Serve Red Wine *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|-------|-----------|
| | <p>c) Wrap the index finger of the right hand around the dull edge of the knife.</p> <p>d) Place the sharp side of the knife under the lip of the bottle's mouth.</p> <p>e) Secure the fleshy part of the thumb of the right hand around the opposite side of the bottle's mouth.</p> <p>f) Hold the bottle's mouth in this position firmly, while turning the bottle in an anti-clockwise direction, with the left hand, cutting the foil from around the bottle's mouth.</p> <p>g) Throw the foil in the garbage bin.</p> | | |

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Task 14: Serve Red Wine (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|--|-----------|
| | <p>h) Insert the corkscrew into the centre of the cork with the right hand. Holding the cork screw in an upright position, turn it clockwise while simultaneously turning the bottle anti-clockwise until the corkscrew has been inserted all the way into the cork.</p> <p>i) Place a small section of a clean bar towel on the mouth of the bottle.</p> <p>j) Anchor the lever on the rim of the bottle over the bar towel.</p> <p>k) Cover the anchor lever with one hand.</p> <p>l) Use your other hand to pull the lever up, lifting out the cork.</p> | <p><i>The bar towel prevents the mouth of the bottle from chipping, if too much pressure is applied to the bottle.</i></p> | |

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Task 14: Serve Red Wine (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|---|---|-----------|
| 7) Present the cork to the host. | a) Hold the cork screw in the right hand. Unscrew the cork with the left hand. b) Rest the cork on the bar counter in front of the host. | | |
| 8) Clean the lip of the bottle. | a) Wipe the lip of the bottle with a cloth napkin. | <i>This removes any grain or impurities from the mouth of the bottle.</i> | |
| 9) Allow the wine to breathe. | a) Ask host if he wishes for the wine to stand for 2 – 3 minutes. b) If host says yes, place wine in basket or rest it on the bar counter for 2 – 3 minutes before pouring it. c) If host says no, proceed to step 9. | | |
| 10) Fold a cloth napkin. | a) Hold two opposite ends of the napkin with one end in each hand. b) Bring the two ends held by each hand together. c) Repeat step b above. | | |

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| Task 14: Serve Red Wine (continued) | | | |
|-------------------------------------|---|---|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 11) Pour taste for approval. | d) Neatly place napkin in the wine basket. | <i>The wine basket is designed in such a way that when the wine bottle is resting in it, the mouth is slightly elevated to avoid the wine from spilling.</i> | Only red wine is served from a basket. |
| | e) Carefully rest the opened wine bottle in the wine basket, with the mouth of the bottle at the top end of the basket. | <i>Red wine glasses are generally larger than white wineglasses and, therefore, should be filled 1/3 to 1/2 full. However, some properties use a standard glass for serving all wine and champagne.</i> | |
| | a) Hold the basket with the right hand, by its handle and carefully pour one ounce of wine into host's glass. | <i>Pouring wine from a basket is more challenging than pouring wine from a bottle and tends to disturb sediments in the bottle. Therefore extreme care is required when a basket is used.</i> | |
| | b) If there is no basket, hold the wine bottle at the centre in the right hand, with the label facing the host. | <i>The serving procedure is the same as for white wine. After filling the glasses, place it in front of the host so that he/she can pour more wine if so desired.</i> | |
| | c) Carefully pour one ounce of wine into host's glass. | | |

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Task 14: Serve Red Wine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------------------|---|--|---|
| 12) If host does not approve of wine. | a) Inquire of host reason for disapproval. b) Secure another bottle of wine and follow procedure in Task 14 Steps 1 to 10. | <i>Wine might be rejected if it begins to turn to vinegar.</i> | All rejected bottles of wine reported to Bar Manager |
| 12) If host approves: | a) Hold the basket with the right hand by its handle and carefully pour wine into each glass. | | |

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Task 15: Serve Champagne and Sparkling Wine

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|--|---|
| 1) Collect champagne/ sparkling wine. | a) Retrieve champagne/ sparkling wine from cooler. b) Check the label, year and vintage before approaching the guest's table. c) Place champagne/ sparkling wine in a champagne bucket with ice and water. d) Place champagne bucket on top of the bar counter in front of the guest. | | |
| 2) Present unopened champagne/ sparkling wine to host. | a) Place a cloth napkin in the palm of the left hand. b) Rest the champagne/ sparkling wine bottle in the palm of the left hand, label facing up, with the mouth of the bottle pointing parallel toward the forearm at an angle. | <i>The host checks the champagne/sparkling wine to confirm whether or not the correct one was selected.</i> <i>Placing a napkin under the champagne/sparkling wine prevents it from dripping.</i> | Champagne sparkling wine held in napkin. |

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Task 15: Serve Champagne and Sparkling Wine *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|---|---|
| | <p>c) Gently hold the neck of the bottle with the right hand.</p> <p>d) Present the wine to the host for approval, e.g. "For your approval, please."</p> | | |
| 3) If host does not approve. | <p>a) Inquire of host reason for disapproval.</p> <p>b) Secure another bottle of champagne/ sparkling wine.</p> | <p><i>Champagne/ sparkling wine might be rejected for the following reasons:</i></p> <ul style="list-style-type: none"> • <i>incorrect vintage</i> • <i>loss of carbonation</i> | <p>All rejected bottles of champagne/ sparkling wine reported to Bar Manager</p> |
| 4) Open champagne/ Sparkling Wine after the host approves. | <p>a) Take the champagne/ sparkling wine out of the champagne bucket.</p> <p>b) Dry the bottle with a clean bar towel.</p> <p>c) Rest champagne bottle on the bar counter under a cloth napkin or bar towel.</p> <p>d) Hold the bottle away from the guest.</p> | <p><i>Some examples of champagne and sparkling wine are Sparkling Burgundy and Asti Spumante.</i></p> | <p>Champagne bottle never shaken.</p> |

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Task 15: Serve Champagne and Sparkling Wine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|--|---|
| | <p>e) Strip the foil from the mouth of the bottle.</p> <p>f) Grip the neck of the bottle with the left hand and place the thumb firmly on top of the cork.</p> <p>g) With the right hand, remove the safety wire covering the cork by twisting the little loop of the wire on the bottle neck until it opens.</p> <p>h) While holding the bottle with the left hand, place a napkin over the left hand.</p> <p>i) Remove the left thumb from the top of the cork while simultaneously gripping the cloth and cork with the right hand.</p> | <p><i>Because of the pressure inside the bottle, a wire hood secures the cork.</i></p> <p><i>Remove the wire and foil in one action.</i></p> <p><i>An unprotected champagne cork can be an unpleasant and dangerous missile.</i></p> | <p>When opening champagne bottles, the are held away from the guest.</p> |

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Task 15: Serve Champagne and Sparkling Wine (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------|---|--|---|
| 5) Present cork to host. | j) Cover the mouth and neck of the bottle with a napkin and hold it at a 45-degree angle, away from the guests. | <i>The napkin will absorb the foam in the event the champagne shoots from the bottle.</i> | When opening champagne bottles, they are held away from the guest. |
| | k) Turn the cork and bottle slowly in opposite directions. | <i>Twisting the bottle and not the cork will cause the cork to break, which, in turn is difficult to remove.</i> | |
| | l) Allow the pressure to gently force the cork out. | <i>This will prevent any wine from foaming out of the bottle.</i> | |
| | m) Continue to hold cork firmly as the pressure forces it out. | <i>The loud pop of the cork attracts attention and is a sales gimmick to encourage other guests to purchase wine/ champagne.</i> | |
| | n) After the cork is out, continue holding the bottle at a 45-degree angle for a few seconds. | <i>This action prevents the cork from foaming.</i> | |
| | a) Rest the cork on the bar counter in front of the host. | | |
| | b) Wipe the lip of the champagne/ sparkling wine bottle with a clean cloth napkin. | | |

FOOD AND BEVERAGE

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Task 15: Serve Champagne and Sparkling Wine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|---|---|
| 6) Pour a taste into host's glass for approval. | a) Hold the bottle in the right hand with the label facing up. b) Slowly pour one ounce of champagne/ sparkling wine into host's glass. | | Host is given a small amount to taste. |
| 7) After host approves: | a) Slowly pour champagne/ sparkling wine into guest's glass. b) Slightly twist the bottle after each pouring, bringing it to an upright position, to avoid drips. c) Use a cloth napkin to wipe the mouth of the bottle. | <i>Avoid overfilling glasses, due to carbonation.</i> <i>Do not wrap champagne bottle in a napkin.</i> | Ladies served first, then men served clockwise, host served last. Glasses filled a ½ inch from the rim. Champagne/ sparkling wine does not drip on table when pouring. |

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| Task 16: Serve Highball Drinks | | | |
|--------------------------------|----------|-------|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | | | <p>Highball drinks consist of the following:</p> <ul style="list-style-type: none"> Rum and Coke Vodka and Tonic Gin and Tonic Bourbon and Gingerale Rye and 7-Up Scotch and Soda or Brandy and Water. <p>Any of the above can be served “on the rocks” (over ice) or “Straight” meaning no ice.</p> <p>Regular highball drinks are served in a highball glass.</p> <p>Highball drinks on the rocks (served on ice without the mix) are served in an old fashioned or rock glass.</p> <p>Highball drinks served straight (without ice or mix) are served in a shot glass or an old fashioned glass.</p> |

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Task 16: Serve Highball Drinks (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|-------|--|
| 1) Fill highball drink on the rock with mixer. | a) Fill the highball glass with cracked or cubed ice. | | |
| 2) Pour liquor. | a) If a 1¼-oz. posi-pourer is attached to the required liquor bottle, pour the liquor directly into the glass of ice. b) If there is no posi-pourer on the liquor bottle, fill the 1¼ oz. shot glass or 1¼ oz. jigger with the required liquor. c) Pour the liquor over the glass of ice. | | Shot glass, jigger or pourer is always used when pouring liquor from bottle. Shot glass/jigger free from chips and cracks. No spillage. |

Task 16: Serve Highball Drinks (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|--|-------------------------|
| | d) Add the required mix, (tonic, coke, ginger ale, etc.) to the liquor. Fill the glass, leaving ½ inch away from the top. | <i>Leaving ½ inch from the top of the glass prevents drink from spilling on guest.</i> | No free pouring. |

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| | <ul style="list-style-type: none"> e) Place a swizzle stick or a stirrer in the glass. f) Place a napkin or coaster in front of the guest. g) Rest the drink on the napkin or coaster. | <i>The guest is able stir the drink with the swizzle stick or stirrer.</i> | |
| 8) Rinse shot glass/jigger. | a) Place shot glass/jigger in rinse water and shake, to remove all traces or liquor. | | |
| 9) Store shot glass/jigger. | a) Place shot glass/jigger inverted on plastic mesh at work station. | | No traces of previous liquor. |
| 10) Serve highball drink on the rock. | a) Retrieve an old fashioned glass on rock glass from the shelf. | <i>Check glass for cleanliness.</i> | “On the rock” drinks are served in an old fashioned or rock glass. |

Task 16: Serve Highball Drinks (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------|--|---|-----------|
| 12) Pour drink. | <ul style="list-style-type: none"> a) Fill the rock or old fashioned glass with cracked or cubed ice. b) If a 1¼-oz. posi-pourer is attached to the required | <i>A double order consists of 2½ oz. of liquor.</i> | |

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| | <p>liquor bottle, pour the liquor directly into the glass of ice.</p> <p>c) If there is no pourer on the liquor bottle, fill the 1¼ oz. shot glass or 1¼ oz. jigger with the required liquor.</p> <p>d) Place a swizzle stick or a stirrer in the glass.</p> <p>e) Place a napkin or coaster in front of the guest.</p> <p>f) Rest the drink on the napkin or coaster.</p> | | |
| 13) Serve highball drink straight. | <p>a) Pour 1¼ oz of liquor into a shot glass.</p> <p>b) Pour 1¼ oz of liquor into a rock or old fashion glass.</p> | <p><i>Some properties serve the “straight” drink in a shot glass.</i></p> | |

Task 16: Serve Highball Drinks (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|-------|-----------|
| | <p>c) Place a napkin in front of the guest.</p> <p>d) Rest the highball drink on the napkin.</p> | | |

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| Task 17: Serve Sherry | | | |
|-------------------------------|---|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Retrieve sherry and glass. | a) Collect sherry and glass from shelf. | <p><i>Sherries include:</i></p> <ul style="list-style-type: none"> • <i>Dry sack</i> • <i>Sanderman</i> • <i>Havey's Amontillado</i> • <i>Havey's Bristol Cream</i> • <i>Havey's Bristol Milk</i> • <i>Havey's Port</i> • <i>Tio Pepi.</i> | <p>Sherry is normally served straight, unless guests request "on the rocks."</p> <p>Sherry on the rocks is served in an old fashioned or rock glass over cubed or cracked ice.</p> <p>Served at room temperature.</p> |

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| <p>2) Pour Sherry.</p> | <p>a) Slowly pour Sherry into glass.</p> <p>b) Place glass on napkin in front of guest.</p> | <p><i>If the Sherry glass is larger than 2 oz., use a pourer or shot glass to measure 2-oz.</i></p> | <p>Sherries are served in a 2 oz sherry glass.</p> |
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| Task 18: Serve Brandy | | | |
|-------------------------------|---|--|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Serve Brandy straight. | a) Slowly pour 1¼ oz of brandy into a brandy snifter, using the 1¼ oz. pourer or shot glass. | <p><i>Brandy is a product of grapes. Popular names include:</i></p> <ul style="list-style-type: none"> • <i>Courvoisier V.S.</i> • <i>Courvoisier V.S.O.P.</i> • <i>Remey Martin V.S</i> • <i>Remey Martin V.S.O.P.</i> • <i>Hennessey V.S.</i> • <i>Hennessey V.S.O.P.</i> • <i>Martel Cordon Noir</i> | Brandy is served straight unless the guests request otherwise. |
| 2) Serve water. | <p>a) Fill the highball glass with cracked or cubed ice and water.</p> <p>b) Place brandy snifter and water glass on a napkin or coaster in front of guest.</p> | | A highball glass filled with water and ice accompanies Brandy. |
| 3) Serve brandy on the rocks. | <p>a) Retrieve an old-fashioned rock glass from the shelf.</p> <p>b) Fill glass with cracked or cubed ice.</p> <p>c) Slowly pour Brandy over ice, using the 1¼ oz. shot glass or 1¼ oz. pourer.</p> | | There are various sizes of brandy glasses, however, brandy is usually served in a 10 – 12 oz |

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Task 18: Serve Liqueur

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------|--|--|--|
| 1) Retrieve liqueur and glass. | a) Collect liqueur and glass from shelf. | <i>If the liqueur, pony or cordial glass is larger than 1¼ oz., use a 1¼ oz., pour or shot glass to pour liqueur.</i> | Liqueur is served in a 1¼ oz. liqueur, pony or cordial glass. |
| 2) Serve liqueur straight. | a) Slowly pour 1¼ oz. of liqueur into glass. | <p><i>Most liqueurs are normally sweet and are served after dinner.</i></p> <p><i>Examples are:</i></p> <ul style="list-style-type: none"> • Nassau Royale • Crème de Menthe • Kaluha • Kirsh • Tia Maria • Triple Sec | Liqueur is served straight unless otherwise requested. |
| 3) Pour water. | a) Fill a highball glass with cracked or cubed ice and water. | | |
| 4) Serve Liqueur and water. | a) Place liqueur and water on a cocktail napkin in front of guest. | | |
| 5) Serve liqueur on the rocks. | a) Using a 1¼ oz. pourer or shot glass, pour liqueur in an old fashioned or rock glass, over cubed or cracked ice. | | |

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Task 19: Serve Cocktails

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------------|--|---|--|
| 1) Retrieve appropriate glass. | a) Collect glass from shelf. | <p><i>Cocktails are considered 'short' (small amount) drinks. Examples are:</i></p> <ul style="list-style-type: none"> • Whisky Sour • Martini • Manhattan • Gimlet • Brandy Alexander • Grasshopper. | <p>Served in a short stemmed glass without ice. For example:</p> <p>Martini, Manhattan and Gimlet are served in a 3½ - 4 oz. cocktail glass</p> <p>Whisky sour is served in a whisky sour glass (4 – 6 oz.).</p> <p>Alexander and grasshopper are served in a wide 4½ champagne.</p> |
| 2) Inspect cocktail shaker. | a) Check cocktail shaker for cleanliness. | | |
| 3) Cocktail drinks that are shaken: | <p>a) Pour the appropriate mix into a shaker glass, using the standard recipe.</p> <p>b) Fill the stainless steel shaker with cracked or cubed ice, using the ice scoop.</p> <p>c) Holding the shaker glass in the left hand and the steel shaker in the right hand.</p> | <p><i>Examples of cocktail drinks that are shaken:</i></p> <p>Whiskey sour Daiquiri Barcadi cocktail Gimlet Brandy Alexander Grasshopper.</p> <p><i>Steel shaker placed on glass shaker at an angle of 85 degrees.</i></p> | <p>Served in chilled glass.</p> <p>Served straight up (without ice).</p> |

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| Task 19: Serve Cocktails (continued) | | | | |
|---|---|---|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS | |
| 4) Strain cocktail drink into an appropriate chilled glass. | d) Quickly clamp the steel shaker over the rim of the glass shaker. | <i>A swift motion prevents the ice from spilling.</i> | Glasses kept in a cooler or on ice. | |
| | e) Hold both containers together at shoulder level, over the (left shoulder) while holding the two shakers together. | | | |
| | f) Shake the two containers together for 5-10 seconds, using a backward/forward motion. | | | |
| | g) Turn glass shaker on top, allowing contents to pour into stainless steel shaker. | <i>Do not knock shakers against edge of bar counter to separate then.</i> <i>This cause glass to crack, chip or break.</i> | | |
| | a) Hold both shakers with the left hand, near the top. | | | |
| | b) Using the outside palm of the right hand, gently tap the area where the two containers meet at an 85 degree angle. | | | |

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Task 19: Serve Cocktails (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|--|-----------|
| | <ul style="list-style-type: none"> c) After separating the shakers, place glass shaker on the sink counter. d) Still holding the steel shaker in the left hand. e) Place the strainer on top of the stainless steel shaker. f) Switch the stainless steel shaker to the right hand. g) Hold the strainer down with the index finger. h) The reminding fingers, gripping the steel shaker. i) Strain the drink into the appropriate chilled glass. | | |
| 5) Garnish drink and or place appropriate accompaniment in drink. | a) Place the appropriate garnish in the appropriate drink. | <p><i>The ice remains in the shaker.</i></p> <p><i>This is called a "straight up drink".</i></p> | |
| 6) Rinse cocktail shaker, strainer and spoon. | | <i>Shaker, strainer and spoon are rinsed after each use.</i> | |

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Task 19: Serve Cocktails (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------------|---|---|--|
| 7) Drinks requested on the rocks: | a) Pour mix and ice into a rock glass. b) Pour the drink and ice out of the cocktail shaker. c) Turn glass shaker on top, allowing contents to pour into stainless steel shaker. | <i>Mix drinks don not need straining.</i> <i>If too much ice was used to mix the drink, strain the drink, then put 1/2 of the ice used into the drink.</i> | |
| 8) Inspect cocktail glass shaker. | a) Check cocktail shaker for cleanliness. | | |
| 9) Cocktail drinks that are stirred: | a) Using the ice scoop, full the shaker glass with ice. b) Pour appropriate mix over the ice, according to the standard recipe. c) Holding the spoon just below the mouth, turn it upside down, stir the drink for approximately 10-15 seconds. d) Rest the spoon on the bar sink counter. | <i>Examples of cocktail drinks that are stirred:</i> <i>Gibson</i> <i>Martini</i> <i>Manhattan</i> <i>Rub Roy.</i> <i>When mixing 1-3 drinks, use the shaker glass.</i> <i>When mixing 4-6 drinks, use the stainless steel shaker that can hold more.</i> | Served in chilled glass. Served straight up (no ice). |

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Task 19: Serve Cocktails (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------------------------|--|--|-----------|
| 10) Strain cocktail drink. | <ul style="list-style-type: none"> a) Hold both shakers with the left hand, near the top. b) Using the outside palm of the right hand, gently tap the area where the two containers meet at an 85 degree angle. | | |
| 11) Drinks requested on the rocks: | <ul style="list-style-type: none"> a) Pour mix and ice into a rock glass. b) Pour the drink and ice out of the cocktail shaker. c) Turn glass shaker on top, allowing contents to pour into stainless steel shaker. | <p><i>Mix drinks don not need straining.</i></p> <p><i>If too much ice was used to mix the drink, strain the drink, then put ½ of the ice used into the drink.</i></p> | |
| 12) Garnish drinks. | <ul style="list-style-type: none"> a) Stick a cocktail sword into the a appropriate garnish and drop it into the drink. | <p><i>Examples of Garnish.</i></p> <p><i>Martini-cocktail olive (2-3)</i></p> <p><i>Gibson-cocktail onion (2-3)</i></p> <p><i>Manhattan and Rub roy (cherry) (1-2) or twist of lemon</i></p> <p><i>Brandy Alexander-nutmeg</i></p> <p><i>Whisky sour-cherry.</i></p> | |

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Task 19: Serve Cocktails (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|---|-----------|
| 13) Clean cocktail shaker, strainer and spoon. | | | |
| 14) At Table. | <ul style="list-style-type: none"> a) Place drinks and cocktail napkins or coasters on a cocktail tray. b) Place check in check presenter according to hotel standard and place on tray. c) Lift the tray with the palm of the left hand under the centre of the tray. d) Approach the table to be served. e) Alert guest of your presence "pardon me, sir/madam". f) Stand to the right of the guest and place the right foot forward. g) Place a cocktail napkin or coaster directly in front of the guest and place drink on top of napkin/coaster. | <p><i>If the tray is not lined with cork damp the tray by using it with a wet napkin. Line the tray with several cocktail napkins. This prevents the drink from sliding.</i></p> <p><i>This position is required when serving a table not located at a booth.</i></p> | |

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| Task 19: Serve Cocktails (<i>continued</i>) | | | |
|--|---|---|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 15) Present check. | <p>h) Repeat the name of the drink when placing it on napkin. E.g. "one grasshopper sir".</p> <p>a) Place check directly in front of guest.</p> | | |
| 16) If drink slightly spills: | <p>a) Wipe spill with a bar rag and replace beverage napkin.</p> | <i>Be attentive throughout the stay of the guest.</i> | <p>No spills, napkins/coasters clean and dry.</p> |
| 17) After further service (use suggestive selling techniques). | <p>a) If the glass is half full or less ask the guest if he/she would like another.</p> | | <p>Based on the number of guest being served and the type of drink ordered, order is served within 2-5 minutes.</p> |
| 18) Refill snack bowls as needed. | <p>a) When bowl is almost empty, remove it and refill it at nearest snack station. Or</p> <p>b) Replace with a new bowl of snacks.</p> | | <p>Guest received correct drink that was ordered.</p> <p>Snack bowl refilled when half full.</p> <p>When glasses are half or less, and there are more than one guest, Guests are asked weather they wish another round.</p> <p>When serving one guest and glass is half full or less, guest is asked if he/she wishes another drink, using the name of the drink.</p> |

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Task 19: Serve Cocktails *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------------------|--|-------|---|
| 19) Replace ashtray if necessary. | <ul style="list-style-type: none">a) Approach table/counter with two clean ashtrays, one in each hand.b) Stand to the left of the guest.c) Cap the dirty ashtray with the clean ashtray in the right hand.d) Remove both ashtrays while simultaneously replacing them with the clean ashtray in the right hand. | | Ashtrays with cigarette butts or more are replaced with a clean ashtray, using the “capping” method. |

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| Task 20: Serve Frozen Drinks | | | |
|---|---|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Collect glass. | a) Retrieve appropriate glass from shelf. | <p><i>Frozen drinks are served in the following types of glasses:</i></p> <ul style="list-style-type: none"> • Poco grandé • Fiesta grandé • Regular collins glass. | |
| 2) Bars that have a frozen drink machine. | a) Pour 1¼ rum into the glass. b) Hold glass under appropriate nozzle and fill it with the requested frozen mix. | <p><i>The hotel's house brand or pouring brand is used to mix with frozen tropical drinks.</i></p> <p><i>Examples of more popular frozen drinks:</i></p> <ul style="list-style-type: none"> • Pina Colada • Peach, Raspberry & Strawberry Daiquiri • Marguerita • Miami Vice • Mudslide. | |
| 3) Garnish drink. | a) Select the appropriate fruit garnish for drink ordered. b) Pierce the garnish with a cocktail sword or parasol and place the garnish on the rim of the glass. | | |

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Task 19: Serve Frozen Drinks (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------|--|-------|--|
| 4) Place straw in drink. | <ul style="list-style-type: none">a) Tear the paper wrapper off the straw, leaving an inch of the wrapper on the top of the straw.b) Holding the straw by the wrapper, place it in the drink. | | <p>Straw placed in glass with one inch of wrapper in tack.</p> <p>Fingers never touch unwrapped straw.</p> |

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Task 19: Serve Frozen Drinks (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|--|---|
| 1) Bar that do not have a frozen drink machine. | <p>a) Retrieve a 12 Oz. glass.</p> <p>b) Pour 1¼ oz. of rum in glass.</p> <p>c) Pour the appropriate amount of mix in the blender cup.</p> <p>d) Add cracked or cubed ice to the mix.</p> <p>e) Blend the ingredients for about for about one minute or until the ice has been and the mix is slushy.</p> <p>f) Pour mix in glass, over the rum.</p> <p>g) Select the appropriate garnish.</p> <p>h) Pierce the garnish with a cocktail sword or cocktail parasol and place it on the rim of the glass.</p> | <p><i>Do not blend rum with mix, as this weaken the strength of the rum.</i></p> <p><i>Use the appropriate mix for the drink orders.</i></p> <p><i>Use only enough mix to make the appropriate number of drinks.</i></p> <p><i>Pour sufficient liquid mix in blender to avoid having to use a spoon</i></p> <p><i>Follow the instructions on the frozen mix package when pouring mix in blender.</i></p> <p><i>Frozen drinks can be poured out of the blender without using a spoon.</i></p> <p><i>A guest will drink a slushy drink faster than a hard frozen drink and will be more inclined to order another drink.</i></p> | <p>Ice is crushed by blender.</p> <p>Mix is poured out of blender without the use of the spoon.</p> |

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Task 19: Serve Frozen Drinks (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|----------|--|-----------|
| | | <p><i>If insufficient liquid is used, it is necessary to use a spoon to push the ice into the blade.</i></p> <p><i>If it is necessary to use a cocktail spoon to push ice down in the blender, avoid touching the blade with the spoon. When the cocktail spoon touches the blade, the blender chips away the metal on the spoon. As a result, pieces of metal can be lodge in the customer's drink or throat.</i></p> | |

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| Task 21: Serve Specialty Coffee | | | |
|--|---|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Collect all items needed and place at work station. | a) Retrieve small stove and sterno from bar cupboard. b) Remove cover off steno. c) Place steno on stove and light with a match. d) Place stove on bar counter in front of the guest. e) Retrieve the following items: <ul style="list-style-type: none"> • coffee decanter (filled with hot coffee) • whipped cream • napkin • brown sugar • lemon f) Select appropriate glass. | | |
| 2) Prepare coffee. | a) Rub the outside rim of the glass with a piece of lemon. b) Turn the glass upside down and dip it into the sugar rimmer containing brown sugar. | <i>Specialty coffees include:</i> <ul style="list-style-type: none"> • Spanish • Bahamian • Jamaican • Irish • Calypso <i>Specialty coffee is served in a 12 oz. stemmed water goblet.</i> | |

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Task 20: Serve Specialty Coffee (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|---|-----------|
| | <ul style="list-style-type: none"> c) Spin the glass lightly, allowing the sugar to stick to the rim of the glass. d) Place glass on counter next to the stove. e) Retrieve a flat saucer from the shelf behind the bar and rest it beside the glass. f) Place a paper cocktail napkin on the saucer. g) Rest a spoon on top of the napkin, near the edge of the saucer. h) Retrieve whipped cream from cooler. i) Squeeze 6 teaspoons of whipped cream into a monkey dish or finger bowl and rest it on the side of the saucer. j) Place a second teaspoon into the whipped cream. | <p><i>Napkin absorbs spills and avoids the glass from slipping.</i></p> | |

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Task 20: Serve Specialty Coffee (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|-------|-----------|
| | <p>k) Pour appropriate amount of liquor/liqueur using (standard recipe) into the glass.</p> <p>l) Hold the glass in the left hand by the stem.</p> <p>m) Position the glass at a 45-degree angle over the fire.</p> <p>n) With the right hand, hold the base of the glass and slowly spin the glass in a clockwise direction, allowing the glass and liquor/liqueur to get warm.</p> <p>o) Still holding the glass, lower it to a 35-degree angle, allowing the liquor/liqueur to reach the rim of the glass. This position will enable the liquor/liqueur to inflame.</p> | | |

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Task 20: Serve Specialty Coffee (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|--|-----------|
| | <p>p) Continue spinning the glass, for a few seconds, and raise it eye level (with arms extended) at a slight angle.</p> <p>q) Rest the glass in saucer.</p> <p>r) Pour coffee from coffee decanter into the glass.</p> <p>s) Fill the glass one inch from the top.</p> <p>t) Add sugar (if requested by guest).</p> <p>u) Stir with a teaspoon and rest teaspoon on bar rag.</p> <p>v) Using a teaspoon fill the remaining an inch in glass with whipped cream.</p> <p>w) Before dipping spoon in whipped cream, heat spoon over the fire, coming from the steno or in a money dish filled with hot water.</p> | <p><i>Allow the fire to continue burning</i></p> <p><i>Heating the spoon allows the whipped cream to slide off freely.</i></p> | |

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Task 20: Serve Specialty Coffee (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|-------|-----------|
| | <ul style="list-style-type: none">x) Give the guest a cloth napkin to hold the hot glass.y) Turn off the stove by placing cover on top of steno and return all items to their appropriate place. | | |

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| Task: Follow-up Service | | | |
|---|---|-------|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) After serving guests, check back with them continuously. | | | <p>Guest needs anticipated.</p> <p>Guests receive continuous attention, ensuring complete satisfaction throughout the length of stay.</p> |
| 2) Offer to replenish drinks. | a) When drinks are half full or less, using the specific name of the drink. | | <p>Eye contact and correct posture maintained.</p> |
| 3) Maintain the bar counter and table tops. | <p>a) Change ashtrays as needed.</p> <p>b) Change beverage napkins as needed.</p> <p>c) Remove debris (paper, empty cigarette pads, etc.)</p> <p>d) Wipe bar top/table top as needed.</p> <p>e) Pick up debris from floors.</p> <p>f) Remove empty glasses, bottles and cans.</p> | | <p>Bar tops and table tops kept:</p> <p>clean</p> <p>dry</p> <p>free of debris</p> <p>no empty glasses, bottles, cans</p> <p>Floors free of debris.</p> |

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Task 21: Blender Use

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| Task 21: Blender Use (<i>continued</i>) | | | |
|---|---|-------|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 3) Store blender. | i) Wipe all spills on the blender base with a bar towel. a) Place blender on bar sink. | | No buildup on blender base. Blender functions properly |

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| Task 22: Shaker Use (<i>continued</i>) | | | |
|--|--|--|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Inspect shaker for cleanliness. | <p>a) Hold in hand and check inside for left over mix. Check outside for spills, smudges, etc.</p> <p>b) Pour ingredients in mixing glass according to recipe.</p> <p>c) Pour cracked or cubed ice in stainless steel shaker, using the ice scoop,</p> <p>d) Swiftly clamp the stainless steel shaker over the rims of the cocktail mixing glass, at an 85-degree angle.</p> <p>e) Shake the two containers together for the required time, using both hands.</p> <p>f) Turn cocktail mixing glass over, allowing contents to remain in the stainless steel shaker.</p> <p>g) Hold the shaker and mixing glass in the left hand.</p> | <p><i>It is easier to separate the stainless steel shaker and the mixing glass when they are fastened at an 85-degree angle.</i></p> | <p>Shaker functions properly.</p> <p>Glass or hand not used to scoop ice.</p> |

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Task 22: Shaker Use (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|--|---|
| 2) Strain the drink if the recipe requires it. | h) Separate the shaker from the mixing glass by slightly tapping the side of the shaker with the right hand where the two containers meet at a slanted angle. | <i>Tap the shaker firm but gently, until the containers separate.</i> | Shaker not banged against bar counter to separate mixing glass from metal shaker. |
| | i) Rest mixing glass on the plastic mesh at the work station. | | |
| | a) Place the strainer over the rim of the metal shaker. | | |
| | b) With the right hand, hold the shaker near the top. | | |
| 3) Wash and rinse the shaker after each use. | c) Place the thumb on the top of the strainer to prevent it from falling off. | <i>For creamy mixes: Place shaker over the glass brush in the wash sink, then rinse in clear water.</i> | Shaker and strainer washed and rinsed after each use. No liquor buildup inside. Shaker is shiny. |
| | d) Strain the mix into the appropriate glass. | | |
| | a) Place shaker and strainer under hot running water and shake to remove traces of mix. | | |
| | | | |

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Task 22: Shaker Use (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|-------|-----------|
| 4) Store shaker inverted on plastic mesh. | <p>b) Dry shaker and strainer with a dry bar towel.</p> <p>a) Turn down shaker and strainer on plastic mesh.</p> | | |

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BARTENDER

| Task 23: Shot Glass Use | | | |
|---|--|--|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Check shot glass for cleanliness and damage. | a) Check the shot glass for left over drinks, chips or cracks. | <i>Shot glass is used for measuring.</i> | No traces of previous liquor. |
| 2) Measure liquor. | a) Pour liquor into 1¼ oz. shot glass. b) Pour liquor into appropriate mix or glass. | | Free of chips, cracks, etc. Shot glass used when there are no pourers. No spillage. No “free pouring”. |
| 3) Wash and rinse shot glass. | a) Place shot glass under hot running water and shake it to remove traces of the liquor. b) After pouring a creamy or sugary drink, wash shot glass with a bar rag and cleaning chemical. c) Place shot glass in rinse water and shake it to remove traces of cleaning chemical. | | Shot glass washed and rinsed after each use. |
| 3) Store shot glass. | a) Turn shot glass down on plastic mesh at work station. | | |

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| Task 24: Serve Can/Bottle Beer | | | |
|--------------------------------|---|-------|--------------------------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare to Serve beer. | <ul style="list-style-type: none"> a) Remove beer from refrigerator, making sure label is in tact. b) Remove chilled beer glass from refrigerator. c) Check glass for cleanliness, chips and cracks and replace if necessary. d) Collect the check from printer. e) Place check in a glass or check presenter and use it on the counter. f) Rest chilled glass on a cocktail napkin or coaster in front of guest. | | Napkin/coaster clean and dry. |
| 2) Open beer. | <ul style="list-style-type: none"> a) Rest the beer (can or bottle) on the bar counter. b) Holding the beer with the left hand, us the right to left the tab (if it is a can) or use a bottle open to remove the cap off the bottle beer. | | |

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Task 24: Serve Can/Bottle Beer (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------|---|---|---|
| 3) Pour beer. | <p>a) Pour beer into glass until a half-inch head is formed.</p> <p>b) Pour glass $\frac{3}{4}$ full.</p> <p>c) Rest the remaining beer on the counter to the right of the guest, with label facing guest.</p> | <p><i>If beer is poured too fast, you will get more than $\frac{1}{2}$ inch head.</i></p> <p><i>If beer is poured too slow, you will get little or no head at all.</i></p> | <p>Beer served with half inch head.</p> <p>No spills.</p> <p>Beer served cold.</p> |

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BARTENDER

| Task 25: Serve Draft Beer | | | |
|---------------------------|--|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | <p>a) Remove chilled mug or pilsner glass from refrigerator.</p> <p>b) Place mug under draft beer tap and tilt at a 45-degree angle.</p> <p>c) Pull tap handle, allowing beer to flow into mug/glass.</p> <p>d) When mug/glass is $\frac{3}{4}$ full, tilt upright.</p> <p>e) Continue to fill the mug/glass with beer ensuring a minimum half inch head.</p> <p>f) Place beer on napkin or coaster in front of guest with mug handle to guest's right.</p> <p>g) Repeat beer ordered when placing it in front of guest. E.g. (kalik draft or becks draft).</p> | <p><i>When holding glass, keep hands at least two inches away from the top.</i></p> | <p>Draft beer served in a chilled mug or pilsner glass.</p> <p>No spills/waste.</p> <p>Freshly poured and not flat.</p> <p>All orders pre-checked before serving.</p> <p>Draft beer served cold.</p> <p>All checks placed in a check presenter and placed in front of guest.</p> |

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Task 26: Serve Bottled Water

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------------------|--|-------|--|
| 1. Prepare to serve bottle water. | <ul style="list-style-type: none"> a) Retrieve champagne bucket. b) Using an ice scoop, half fill champagne bucket with ice. c) Fill champagne bucket with tap water ($\frac{3}{4}$ full). d) Rest the champagne bucket on the bar counter. e) Remove chilled glass and bottled water from refrigerator. f) Place bottled water in champagne bucket. g) Place a folded bar towel on the counter to the right of the guest. h) Rest the champagne bucket on the bar towel. i) Place a cocktail napkin in front of guest with logo facing guest. | | <p>Water served in a 12 oz. glass.</p> <p>No ice in glass, only upon request.</p> <p>Bar towel absorbs the sweat from the champagne bucket.</p> |

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BARTENDER

| Task 26: Serve Bottled Water | | | |
|------------------------------|---|-------|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | <p>j) Rest glass on napkin or coaster.</p> <p>k) Open bottle and pour water in glass, filling glass up to ½ inch from the top.</p> <p>l) Place cap on bottle and place the remaining bottled water in champagne bucket.</p> <p>m) Place check in check presenter and rest it in front of guest.</p> | | |

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BARTENDER

| Task 27: Serve Wine by the Glass | | | |
|-------------------------------------|--|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Served red wine. | <ul style="list-style-type: none"> a) Retrieve a 4 Oz. wine glass from the shelf. b) Retrieve red wine from the cupboard or wine cellar behind the bar. c) Take wine glass and wine to the work station. d) Pour wine into glass, filling it up to ¼ inch from the top. e) Place wine on cocktail napkin or coaster in front of guest. f) Repeat wine ordered when placing it in front of guest, e.g. a glass of Cabernet sawignon, Sir/Madam. | <i>Red wine is served at room temperature.</i> | Table tent cards placed on bar counter for guest information in case guest does not want to order regular house wine. |
| 2) Serve white and rose/blush wine. | <ul style="list-style-type: none"> a) Retrieve wine and 4 oz. chilled wine glass from the refrigerator. b) Rest wine glass and wine on workstation. | | |

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Task 27: Serve Wine by the Glass (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|---|-----------|
| | <p>c) Place a cocktail napkin or coaster in front of guest with logo facing guest.</p> <p>d) Place glass on cocktail napkin or coaster.</p> <p>e) Pour the wine in the glass, filling it up to ¼ inch from the top.</p> <p>f) Repeat wine ordered when placing it in front of guest. E.g. A glass of cabernet sauvignon, Sir/Madam.</p> <p>g) Place check in check presenter and rest it in front of guest.</p> | <p><i>Serve guest the house brand when guest does not order a specific brand.</i></p> | |

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BARTENDER

Task 28: Serve Champagne by the Glass

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------|---|---|-----------|
| 1) Serve Champagne. | <ul style="list-style-type: none"> a) Retrieve chilled champagne glass and champagne from the refrigerator. b) Rest champagne glass and champagne on work station. c) Slowly pour champagne into champagne glass to avoid if from foaming. d) Place a cocktail napkin or coaster in front of guest with logo facing guest. e) Place glass on napkin or coaster. f) Repeat champagne order when placing it in front of guest, e.g. a glass of Corbel, sir/madam. g) Place check in check presenter and rest it in front of guest. | <p><i>Avoid overfilling glass due to carbonation.</i></p> | |

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BARTENDER

Task 29: Provide Responsible Alcoholic Beverage Service

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|-------|--|
| 1) Ensure that alcoholic beverages are only served to persons who meet the legal age requirements. | a) Politely ask for identification from anyone who appears under the legal drinking age. E.g. "May I see your driver's license, please?". b) Check I.D. for authenticity. c) Compare picture and facts to the person who is presenting the I.D. d) If doubtful of proper I.D. contact supervisor. | | <p>No one under the legal age of 18 years is sold alcoholic beverages.</p> <p>I.D. is verified for legality of a persons age.</p> <p>Accepted forms of identification are:</p> <ul style="list-style-type: none"> • Driver's license • Passport • State issue picture I.D. <p>Drinks are not served to guests who appear intoxicated.</p> |
| 2) Monitor guests for intoxication: | a) Carefully observed guests behavior. | | |
| 3) When dealing with intoxication. | a) Contact Supervisor. | | |

FOOD AND BEVERAGE

BARTENDER

Task 30: Clean Shelves and Cupboards

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------------|---|---|--|
| 1) Clear out cupboards and shelves. | a) Remove items from the cupboards and shelves and place them on top of the bar counter. | | Clean daily or as per hotel standard. |
| 2) Clean shelves. | a) Using a damp rag, wipe the sides, bottoms and tops of the shelves. b) Dry the shelves with a clean, dry cloth, or polish the shelves by spraying furniture polish on a clean cloth and wiping them. | <i>Depending on the type of material, shelves should be polished or wiped with a damp cloth.</i> | |
| 3) Clean cupboards. | a) Wipe the interior of the cupboards with a damp cloth and cleaning chemical. b) Dry the cupboards with a dry cloth. c) Spray cupboards with insecticide. | <i>Clean cupboards help to avoid roaches and other insects.</i> <i>Cupboards should be sprayed with insecticide once per week.</i> | |
| 4) Restock cupboards and shelves. | a) Return items to cupboards and shelves in proper order. | | |

FOOD AND BEVERAGE

BARTENDER

Task 31: Clean Glassware Manually

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------------------------|--|--|--|
| 1) Prepare glassware for cleaning. | <ul style="list-style-type: none"> a) Empty contents of glass into sink or the garbage bin. b) Rest glasses on top of sink counter near the 'wash' station. c) Fill wash sink with warm water and approved cleaning detergent. d) Fill rinse sink with clear water. e) Fill the third sink with water and the appropriate amount of sanitizing solution. f) Securely place the manual glass brush in the centre wash sink. g) Remove food particles such as cherries, oranges lemon lime and olives from sink and dispose in garbage bin. | <p><i>On some properties, glassware is cleaned in the kitchen using dish washing machine and not behind the bar.</i></p> <p><i>Follow instructions carefully when using sanitizing solution.</i></p> | Glasses cleaned throughout the shift and at the end of the shift. |

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BARTENDER

Task 31: Clean Glassware Manually *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------|--|--|---|
| 2) Wash glassware. | <p>a) Place each glass face down in the water over the cleaning brush. Use an upward/downward motion with the glass, allowing the bristles to thoroughly clean the glass.</p> <p>b) If the cleaning brush is electrical, holding the glass face down over the automatic glass brush will activate the brush.</p> | | |
| 3) Rinse glassware. | <p>a) Hold glass in the rinse water, gently shaking it to remove all traces of detergent.</p> <p>b) Hold glass in the sink containing the sanitizing solution and lightly shake it.</p> | <p><i>When the bar is busy, the bartender might not have the time to dry and polish the bar glasses before they are used again. If, however, the bar is slow, the bartender would have time to dry and polish the glassware.</i></p> | <p>At the end of the shift, glasses will be drained, dried, polished and placed in appropriate position.</p> |
| 4) Drain glassware. | <p>a) Place the glass face down on the plastic mesh, located on the sink counter to drain for 5 minutes.</p> | | |

FOOD AND BEVERAGE

BARTENDER

Task 31: Clean Glassware Manually (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------|---|-------|-----------|
| 5) Polish glassware. | <ul style="list-style-type: none">b) Continue steps 2 and 3 until all glasses have been cleaned.a) Refer to Task # | | |
| 6) Store glassware. | <ul style="list-style-type: none">a) Place glasses face down on plastic mesh on shelf or in the designated location. | | |

FOOD AND BEVERAGE

BARTENDER

Task 31: Clean Glassware Automatically

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------------------------|---|---|-----------|
| 1) Prepare glassware for cleaning. | <p>a) Empty glassware of its contents in garbage bin or sink.</p> <p>b) Remove food particles such as cherries, orange, lemon, lime and olive from sink after the liquid drains out.</p> <p>c) Place glasses face up in glass rack.</p> <p>d) Place glass racks on the trolley and roll them to the kitchen.</p> <p>e) Turn the glasses face down in the same glass rack.</p> <p>f) Place racks on dish washing machine (at the entrance point).</p> <p>g) If the machine is not already on, turn it on to 'glass'.</p> | <p><i>Placing glasses face up prevents the contents from dripping on the floor.</i></p> <p><i>When 2 or 3 glass racks are full, take them to the kitchen.</i></p> <p><i>The machine will automatically clean the glasses.</i></p> | |

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BARTENDER

Task 31: Clean Glassware (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|-------|-----------|
| | <p>h) If glasses are not properly cleaned, place the rack of glasses in the dishwashing machine and repeat the cleaning cycle.</p> <p>i) If they are not cleaned after the second cycle, take them to the bar and clean them with the manual or automatic glass brush. Refer to Task .</p> | | |

FOOD AND BEVERAGE

BARTENDER

| Task 32: Clean Ashtrays | | | |
|-----------------------------------|--|-------|----------------------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare ashtrays for cleaning. | a) Fill wash sink with water and add cleaning detergent. b) Fill rinse sink with clear water. c) Place ashtrays in water, allowing them to soak for about 2 minutes. | | No cracks, water marks, smudges. |
| 2) Wash ashtrays. | a) Wash ashtrays inside and outside with a bar rag. | | |
| 3) Rinse ashtrays. | a) Place ashtrays in rinse water and shake them to remove traces of detergent. | | |
| 4) Drain ashtrays. | a) Turn ashtrays face down on sink counter for 5 minutes allowing them to drain. | | |
| 5) Dry ashtrays. | a) Wipe the ashtrays with a dry cloth, removing water spots and smudges. | | Polished to a shine. |

FOOD AND BEVERAGE

BARTENDER

Task 33: Clean Piña Colada Machine

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|--|--|--|
| 1) Empty machine of contents. | <p>a) Turn operation switch to “wash” position for 20 minutes.</p> <p>b) Hold a container under the nozzles of the machine.</p> <p>c) Press levers down, allowing drink to pour into the container.</p> <p>d) If the contents come out frozen, leave the machine on the ‘wash’ position for another 5 minutes.</p> <p>e) If the contents come out in liquid form, completely empty the contents into a container and place it in the cooler.</p> <p>f) Turn machine off.</p> | <p><i>Machine is only turned to ‘wash’ position if it contains frozen substance.</i></p> <p><i>The wash position allows the frozen contents to soften.</i></p> <p><i>Wear gloves.</i></p> <p><i>Do not add water to the mix in the machine to soften it.</i></p> | <p>Cleaned daily.</p> <p>Busy yourself with another task while waiting for contents to soften.</p> |
| 2) Clean lid. | <p>a) Remove the lid from the top of the machine and place it into the wash sink.</p> | | |

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BARTENDER

Task 33: Clean Piña Colada Machine (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------|--|--|-----------|
| 3) Clean the machine. | <ul style="list-style-type: none"> b) Fill sink with water and add cleaning. c) Wash the lid with a bar rag. d) Rinse the lid with clear water in the rinse sink. e) Dry the lid with a clean bar towel and place it in a clean dry location. a) Pour warm water into a bucket and add special cleaning agent provided by the manufacturer, into the water. b) Pour water and cleaning agent into machine. c) Turn machine to “wash” position. d) Allow water to remain in machine for 2 – 3 minutes to loosen all substance. e) Place containers under the nozzles of the machine. | <p><i>The amount of water should be equal to the size of the machine. E.g. A five-gallon machine would require 5 gallons of water to clean it.</i></p> | |

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BARTENDER

Task 33: Clean Piña Colada Machine (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------------|--|--|-----------|
| 4) Repeat cleaning process. | <p>f) Rinse the levers in front of the machine, allowing the water to run into the container.</p> <p>g) Turn machine off.</p> <p>a) Turn the machine off.</p> <p>b) Mix another bucket of water and cleaning agent and pour into machine.</p> <p>c) Use a long handled brush (specially designed for cleaning the machine) to loosen any hardened substance inside the nozzles located at the front of the machine, under the levers.</p> <p>d) Wipe inside the container of the machine with a clean cloth.</p> | <p><i>Leaving the machine running with no water may cause damage to the machine.</i></p> | |

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BARTENDER

Task 33: Clean Piña Colada Machine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|--|-------|-----------|
| 5) Continue to clean machine. | <ul style="list-style-type: none">a) Turn the machine to 'wash' position.b) Place container under the nozzles of the machine.c) Empty water from machine by raising the levers in front of the machine, allowing the water to run into the container.d) Fill the bucket with hot water and pour it into the machine.e) Turn machine to wash position.f) Empty water from machine as in 5 b and c above. | | |

FOOD AND BEVERAGE

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Task 33: Clean Piña Colada Machine (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------------------|---|--|-----------|
| 6) Disassemble machine. | a) Remove the front facing, nozzles, screws, seals, drip container and blades located behind the front facing. Place them aside. | | |
| 7) Clean parts. | a) Fill sink with warm water, add special cleaning detergent and wash items listed in 6 a above (excluding the blades). b) Scrub the blades with specially designed brush. c) Dry the parts with a clean bar towel and rest them on a clean, dry surface. | | |
| 8) Clean the exterior of the machine. | a) Wipe the exterior of the machine with a bar rag and cleaning detergent. b) Dry the exterior of the machine using a clean, dry bar towel. | <i>Cover the container immediately after it is cleaned to avoid dust and other particles from falling into it.</i> | |

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Task 33: Clean Piña Colada Machine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|--|-----------|
| 9) Apply special gel around the screws and seals. | Place gel on tip of index finger and apply it to the seals and screws. | <i>Clean hands.</i> <i>Follow manufacturer's instructions.</i> <i>The gel lubricates the screws and seals and prevents them from freezing.</i> | |
| 10) Reassemble machine. | a) Return parts to their appropriate locations. | | |

FOOD AND BEVERAGE

BARTENDER

| Task 34: Clean Popcorn Machine | | | |
|---|--|-------|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare popcorn machine for cleaning. | <ul style="list-style-type: none"> a) Turn machine off and allow it to cool down for about half-hour. b) Remove remaining popcorn from machine using a scoop, and dispose of it in garbage bin. c) Disassemble the popcorn/butter pot and tray. | | <p>Gloves worn.</p> <p>Disassemble according to manufacturer's instructions.</p> |
| 2) Clean popcorn machine parts. | <ul style="list-style-type: none"> a) Scrub with the appropriate cleaning chemical and heavy duty scouring pad. b) Place items on automatic dish washer tray for further cleaning. c) Collect parts from opposite end of dishwasher tray. d) Dry parts with a bar rag and take them back to the bar. | | |
| 3) Clean interior/ exterior of popcorn machine. | <ul style="list-style-type: none"> a) Fill a bucket with hot water and cleaning detergent. | | |

FOOD AND BEVERAGE

BARTENDER

Task 34: Clean Popcorn Machine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------------------|---|-------|-----------|
| | <ul style="list-style-type: none">b) Wash inside the popcorn holder machine with a bar rag.c) Rinse the popcorn holder with clear water and dry it with a clean cloth.d) Use a clean rag to dry interior of popcorn machine.e) Spray glass cleaner on the exterior of the machine and wipe with a clean cloth.f) Polish exterior and metal parts of machine with a dry cloth. | | |
| 4) Reassemble popcorn holder machine. | <ul style="list-style-type: none">a) Reassemble according to manufacturer's instructions. | | |

FOOD AND BEVERAGE

BARTENDER

| Task 35: Clean Coffee Brewer | | | |
|--|---|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare coffee brewer for cleaning. | a) Turn coffee brewer off. b) Remove coffee decanter and empty contents. c) Fill sink with hot water and cleaning detergent. d) Place coffee decanter in sink to loosen hard coffee stains. e) Remove filter holder from coffee brewer. f) Throw coffee filter into garbage bin. g) Place coffee filter holder into sink. | | |
| 2) Clean coffee decanter. | a) Scrub coffee decanter and filter holder with a coffee decanter brush. b) Rinse coffee decanter and filter holder. | Use brush specifically designed for cleaning coffee decanter. | |

FOOD AND BEVERAGE

BARTENDER

Task 35: Clean Coffee Brewer (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------|---|-------|-----------|
| 3) Refill filter. | <ul style="list-style-type: none">c) Dry coffee decanter and filter holder with a clean dry cloth and place them aside on the sink counter top.d) Wipe the exterior of coffee brewer with a damp cloth.a) Place a new filter in filter holder and return it to its position on the coffee brewer.b) Return coffee decanter to brewer (heater). | | |

FOOD AND BEVERAGE

BARTENDER

| Task 36: Clean Ice Machine | | | |
|--------------------------------------|--|---|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare ice machine for cleaning. | a) Turn machine off. b) Turn the water off. c) Remove ice using a large ice scoop and place it in ice bin. d) Fill a bucket with warm water and appropriate cleaning chemical. | | |
| 2) Wash ice machine. | a) Wipe the walls, tracks and doors using cleaning chemical and a damp cloth. b) Remove lime, mold and mildew build up from around the tracks and door using a stiff brush. c) Wash inside the machine (walls, door panels and bottom) with a bar rag. | <p><i>As you clean the machine, allow the water to run through the drain.</i></p> <p><i>Delime as is necessary.</i></p> | <p>Ice machine cleaned thoroughly weekly.</p> <p>No rust, lime build up, odour, debris and broken glass in ice machine.</p> |

FOOD AND BEVERAGE

BARTENDER

Task 36: Clean Ice Machine (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|---|-----------------------------|
| 3) Rinse the ice machine. | a) Empty water bucket. b) Rinse the bucket and refill with warm water. c) Pour water into ice machine and thoroughly rinse it, using a clean bar rag. d) Repeat (c) above three times to ensure that ice machine is free from chemicals. | <i>As you rinse the machine, allow the water to run through the drain.</i> <i>Remove all traces of cleaning chemical to avoid ice contamination.</i> | |
| 4) Dry the ice machine. | a) Wipe out the interior (walls, panels and bottom of the ice machine) with a clean, dry bar rag. | | |
| 5) Put machine in service. | a) Turn on water. b) Turn on ice machine. | | |
| 6) Clean the exterior of the ice machine. | a) Wipe the exterior of the machine with a damp cloth. | | Polished to a shine. |

FOOD AND BEVERAGE

BARTENDER

Task 36: Clean Ice Machine (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|----------|-------|-----------|
| | | | |

FOOD AND BEVERAGE

BARTENDER

Task 37: Clean Beer Cooler

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------------|--|--|---|
| 1) Prepare beer cooler for cleaning. | a) Remove items from cooler and place them on top of the bar counter. b) Remove portable parts (shelves, dividers, portable doors, etc.) from cooler and rest them on the bar sink counter. c) Fill a bucket with water and add cleaning chemical. | <i>Avoid spilling liquids, such as cream, juice, etc. in cooler</i> <i>Parts never placed on the floor.</i> | Free from odour, broken glass, lime build-up, mold and mildew. |
| 2) Wash beer/bottle cooler. | a) Wipe the interior of the beer cooler, bottom, sides and corners with a bar rag. b) Use a stiff brush to scrub the door tracks and rubber seals around the opening of the cooler. | | |
| 3) Rinse beer cooler. | a) Plug drain. b) Fill the extra bucket with cold water and pour it into the cooler. | <i>If there is no plug, use a piece of bar rag.</i> | Cleaned weekly. |

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BARTENDER

Task 37: Clean Beer Cooler (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|--|-----------|
| | c) Using a clean bar rag, wipe out the cooler to remove all traces of detergent. | <i>Discarded housekeeping towels may be used for cleaning.</i> | |
| 4) Empty beer cooler. | a) Unplug the drain allowing the water to drain out. | | |
| 5) Dry the beer cooler. | a) Wipe the interior of the cooler with a clean, dry bar rag. | | |
| 6) Clean shelves, dividers and portable doors. | <p>a) Rest shelves, dividers and portable doors inside the “wash” sink.</p> <p>b) Fill “wash” sink with water and appropriate amount of cleaning chemical.</p> <p>c) Using a bar rag wash the shelves and dividers. Use a brush to remove hardened substances such as milk and juices.</p> | | |

FOOD AND BEVERAGE

BARTENDER

Task 37: Clean Beer Cooler (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|-------|--|
| | d) Drain water from sink and fill the sink with clean water. | | |
| | e) Wipe all traces of detergent from the shelves and dividers. | | |
| 7) Dry the shelves/dividers. | a) Wipe the shelves/dividers with a dry cloth. | | |
| 8) Return shelves dividers and portable doors. | a) Place shelves and dividers in their appropriate position in the cooler. b) Slide portable doors in the grooves. | | |
| 9) Return items to cooler. | a) Return items that were placed on the counter top to the cooler. | | |
| 10) Wipe exterior of cooler. | a) Spray approved chemical on a cloth and wipe the exterior of the cooler. | | Completion time for cleaning 10 – 15 minutes. |

FOOD AND BEVERAGE

BARTENDER

| Task 38: Clean Ice Caddy | | | |
|------------------------------------|--|---------------------|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare ice caddy for cleaning. | a) Collect cleaning supplies. b) Roll ice caddy and cleaning supplies to hotel's receiving area. c) Empty ice caddy using a large scoop to remove ice from caddy and throw it into garbage receptacle. | <i>Wear gloves.</i> | Caddy washed daily. |
| 2) Wash ice caddy. | a) Pour warm water and approved cleaning chemical into caddy. b) Use a stiff brush to scrub away lime build up from inside the caddy. c) Scrub the exterior of the caddy using the cleaning water inside the caddy. d) Wipe the exterior of the caddy with a bar rag. | | Caddy free from odour, lime buildup, debris or broken glass. |
| 3) Empty water from caddy. | a) Unscrew the faucet at the bottom of the caddy allowing water to run out. | | |

FOOD AND BEVERAGE

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Task 38: Clean Ice Caddy (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|--|---|
| 4) Rinse ice caddy. | <ul style="list-style-type: none"> b) Tighten the faucet and pour clean water inside caddy. a) Using a regular hose, spray the interior and exterior of the caddy, and the wheels with water. b) Let the faucet remain open, allowing water to drain from the caddy. c) Repeat (a) three times to thoroughly remove all traces of cleaning chemical. | | |
| 5) Dry and polish ice caddy. | <ul style="list-style-type: none"> a) Wipe the interior and exterior of the caddy using a clean, dry bar rag. b) Spray stainless steel cleaner on a dry cloth and polish the exterior of the ice caddy. | Use stainless steel cleaner on stainless steel caddy only. | Stainless steel caddy polished to a shine. |
| 6) Dispose of cleaning rags. | | | |
| 7) Return ice caddy and cleaning chemical to bar station. | | | |

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Task 39: Clean Bar Accessories

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------------|--|---|-----------|
| 1) Prepare to clean bar accessories. | <p>a) Fill the wash and rinse sinks with water.</p> <p>b) Add cleaning detergent to 'wash' water.</p> <p>c) Place the items in the 'wash' sink and allow them to soak for approximately 5 minutes.</p> <p>d) Wash the items with a bar rag. Use a brush if necessary on items, such as the cutting board, to remove food particles.</p> <p>e) Rinse the items in the rinse sink.</p> <p>f) Rest items on the bar sink allowing them to drain for five minutes.</p> <p>g) Dry and polish the accessories with a clean, dry bar rag.</p> <p>h) Store accessories in their appropriate locations.</p> | <p><i>Bar accessories include:</i></p> <ul style="list-style-type: none"> • condiments caddies • carving knives • bar spoons • tea spoons • cocktail shaker • strainers • shot glass/jiggers • sugar and salt rimmers. <p><i>Clean bar accessories:</i></p> <ul style="list-style-type: none"> • ice scoop • ice tong • cutting board • serve master • bar mat. <p><i>Sink must always be clean.</i></p> <p><i>Wash and rinse water must be changed regularly (when the wash water begins to change colour.)</i></p> | |

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| Task 40: Clean Bar Sinks | | | |
|--------------------------------|--|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clear sink of contents. | a) Place bottles, etc. in cooler. b) Fill a bucket with hot water and pour it on the ice, allowing the ice to melt and drain from the sink. or c) Scoop ice from sink using a large ice scoop and place ice in garbage bin. | | |
| 2) Prepare sinks for cleaning. | a) Half fill the wash and rinse sinks with water. b) Pour cleaning detergent into the water. | <i>Wear gloves.</i> | Sink is cleaned after each shift. Sink free of odours, mildew and debris. |
| 3) Wash sinks. | a) Wash the sinks with a bar rag. b) Scrub the faucet with an approved scrub brush. c) Drain water from sink. | <i>Use amount as per manufacturer instructions.</i> | Water never left standing in sink. |
| 4) Rinse sinks. | a) Wash the sinks with clear water from the faucet. | | |

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Task 40: Clean Bar Sinks (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|---|-----------|
| 5) Clean the surface of the bar sink. | a) Wipe the sink surface with a damp cloth and cleaning chemical. b) Dry the sink surface with a clean, dry cloth. | | |
| 5) Clean remaining sections of bar sink. | a) Pour warm water into the wash sink. b) Add cleaning chemical. c) Scrub the surrounding sinks and compartments with a bar rag. d) Use a stiff brush to remove lime, mold and mildew buildup. | <i>Major compartments, such as the serving ice and juice/mixes sinks may require separate cleaning based on the size of the bar sink counter.</i> | |

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Task 41: Clean Blenders

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------|---|--------------|---|
| 1) Prepare to clean blenders. | a) Separate the cup from the base. b) Empty blender cup of contents. c) Disassemble the cup, which consists of the cover and blades. d) Fill the sink with warm water and add cleaning detergent. | | No smudges, spills and leftovers. |
| 2) Wash blender cup and parts. | e) Place the cup and parts into the sink, allowing them to soak for 5 minutes. a) Use a scrub brush and bar rag to clean the cup inside and outside. b) Use a scrub brush to clean the remaining parts. (cover and blade). c) Fill the rinse sink with clear, warm water and rinse cup and parts. d) Place cup and parts on bar sink top, allowing them to drain for 5 minutes. | | Cup rinsed with hot water after each use. |

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Task 41: Clean Blenders (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|-------|---|
| | <ul style="list-style-type: none">e) Dry the cup and parts with a clean bar towel.f) Wipe the exterior of the base with a damp cloth and cleaning detergent.g) Reassemble the cup and parts and place it on the motor.h) Place the blender in its appropriate location. | | <p>No buildup on blender base.</p> <p>Blender functions properly.</p> |

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| Task 42: Clean Mixer Bottle/Decanter | | | |
|--------------------------------------|---|--|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean mixer bottles. | a) Pour contents from mixer bottle into a clean, empty mixer bottle and place it in the cooler. b) Pour special cleaning agent in mixer bottle with warm water and shake it up to loosen harden contents. c) Using a bar rag, clean the mouth (inside and outside) of the bottle. d) Rinse the bottle with clear warm water. e) Repeat the above procedure. | <i>If there are no extra bottles secure a suitable container from the kitchen.</i> <i>Place cover on bottle before shacking.</i> <i>Tomato juice/V8 juice/piña colada and cream are drinks that spoil quickly. When warm air hits the mouth of the bottles, it spoilage.</i> <i>When a bartender shakes up the bottle it can cause the entire drink to become contaminated.</i> | No smudges. Special cleaning agent used to clean bottles. Bottle mouth and cap are kept clean. |
| 2) Pour juice in mixer bottle. | a) If the mixer juice was poured into a substitute container from the kitchen, Pour back into the bottle. | | |

| Task 42: Clean Mixer Bottle/Decanter (continued) | | | |
|--|------------------|------------------|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 3) Clean decanter | a) Pour contents | When a bartender | |

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| | <p>from decanter into a clean empty decanter and place it in the cooler.</p> <p>b) Disassemble the decanter parts: (the neck and pourer can be separated.</p> <p>c) Place the decanter in the sink and fill it with warm water and special cleaning agent.</p> <p>d) Using a bar rag clean around the mouth (inside and out) of the decanter.</p> <p>e) Use a long slim brush to clean the neck and pourer.</p> <p>f) Rinse the decanter and parts with warm water.</p> <p>g) Place partson bar sink counter allowing them to drain for 5 minutes.</p> | <p><i>shakes up the bottle it causes the entire drink to become contaminated.</i></p> <p><i>Ensure that the bottle cover and the mouth of the bottle are properly cleaned.</i></p> <p><i>Pouring new drinks into unclean bottles can contaminate the entire drink and cause guest to get sick.</i></p> <p><i>If you had to borrow a container from the kitchen, return it after use.</i></p> <p><i>If the utensil belonged to the bar, wash it following the same procedure as in steps and store it away.</i></p> | <p>Avoid contamination of new mixes.</p> <p>Bottle moth and cap are kept clean.</p> <p>a) cleaned in step 3 above</p> <p>b) Pour juices/mixes using a funnel.</p> |
|--|--|--|---|

Task 42: Clean Mixer Bottle/Decanter (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------|---------------------|-------|-------------------------|
| 4) Pour juice/mix in | a) If the juice/mix | | Bottle mouth and |

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| decanter. | <p>was poured into a substitute container from the kitchen, pour it back into the decanter you cleaned in step # 3.</p> <p>b) Pour juices/mixes using a funnel.</p> | <p><i>The funnel avoids spillage and waste.</i></p> | <p>cap are kept clean.</p> |
|-----------|---|---|-----------------------------------|

Task 43: Clean Pourers

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------|-------------------|-------|--------------------|
| 1) Clean pourers. | a) Fill sink with | | No cleaning |

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| | <p>warm water.</p> <p>b) Remove pourers from liquor bottles.</p> <p>c) Place pourers in the sink, allowing them to soak for 3-4 minutes.</p> <p>d) Remove pourers from the sink and shake the excess water from the nozzles.</p> <p>e) Dry the pourers with a clean bar towel and place them on the appropriate liquor bottles.</p> | <p><i>Soaking allows sugar buildup in the nozzle to dissolve.</i></p> | <p>chemical.</p> <p>Clean every other day.</p> |
|--|---|---|--|

Task 45: Clean Champagne Bucket and Stand

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------|--------------------|-------|------------------------|
| 1) Clean champagne | a) Take bucket and | | Cleaned weekly. |

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| <p>bucket and stand.</p> | <p>stand into kitchen area.</p> <p>b) Fill sink with water and add approved cleaning chemical.</p> <p>c) Place bucket and stand in sink and wash with a bar rag.</p> <p>d) Clean the corners, grooves and base of the bucket and stand with a scrub brush.</p> <p>e) Rinse the bucket and stand and dry with a dry cloth.</p> <p>f) Return bucket and stand to the bar.</p> | | |
| <p>2) Polish champagne bucket and stand.</p> | <p>a) Apply approved silver polish to a clean dry cloth.</p> <p>b) Apply a thin coat of the polish to the exterior of the bucket and stand.</p> <p>c) Let the polish stand for 2 minutes.</p> <p>d) Wipe the polish off the bucket and stand with a clean dry cloth.</p> | <p><i>Stand and bucket must be properly dried before polishing.</i></p> | <p>Polished to a shine.</p> |

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Task 45: Clean Champagne Bucket and Stand *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|----------|-------|-----------|
| | | | |

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| Task 46: Clean Bar Mat and Mesh | | | |
|---------------------------------|---|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean bar mats. | a) Fill sink with warm water and cleaning chemical. b) Place bar mat and mesh in sink and allow them to soak for five minutes. c) Scrub the mat/ mesh with a brush making sure to clean inside the grooves. d) Rinse the mat/ mesh in the rinse sink with warm water. e) Turn bar mat/ mesh down on sink counter allowing them to drain. f) Place mat/mesh in appropriate location when dry. | <i>Soaking the bar mat will allow dry liquid to soften.</i> | |

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| Task 47: Clean the Wine Cellar | | | |
|--|--|--|------------------------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean shelves. | a) Remove bottles from shelves and place on bar counter or pack them in boxes. b) Fill a bucket with water and add cleaning chemical. c) Wipe shelves with a damp cloth. | | |
| 3) Clean ceiling and walls. | a) Wipe ceiling and walls with a damp cloth. | | |
| 4) Sweep the floor. | a) Using a broom and dustpan, sweep dust/dirt into the dustpan and dispose in garbage bin. | <i>If the wine cellar is not a 'walk in' cellar, there will be no need to sweep and mop the floor.</i> | |
| 5) Mop the floor. | | | |
| 6) Clean wine bottles. | a) Wipe bottles using a clean, damp cloth. | | Free from dust and smudges. |
| 7) Return wine bottles to the shelves. | a) Neatly arrange wine bottles on the shelves in name brand order. | | |

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Task 48: Clean Floor Mat

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------------------|---|---|-----------|
| 1) Prepare mat for cleaning. | a) Place mat on trolley and take to the receiving area. b) Lay mat flat on the pavement. c) Wet mat using a water hose. | <i>Wear water boots if provided.</i> | |
| 2) Clean floor mat. | a) Spray or sprinkle cleaning chemical on mat. b) Scrub mat on both sides with a long handle scrub brush. c) Place scrub brush aside and rinse both sides of the mat with a water hose. | <i>Depending on the size of the mat, you may have to stand on it.</i> | |
| 3) Steam mat down. | a) Place mat on a clean section of the pavement and spray the mat with a steam hose. b) If a steam hose is not available, use a regular hose with a pressure nozzle/gun attached. | <i>The steam gun will remove the dirt and grime caught in the grooves of the mat..</i> <i>Continue to clean bar station while mat is drying, (about ½ hour).</i> | |

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| Task 48: Clean Floor Mat (<i>continued</i>) | | | |
|---|---|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | c) Place mat in a clean dry area and allow it to dry. d) After mat is dry, return it to the bar. | <i>Continue to clean bar station while mat is drying, (about ½ hour).</i> | |

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Task 49: Empty and Clean Garbage Bin

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|---|---|
| 1) Take garbage bin to receiving area. | a) Cover the garbage bin with a lid or tie the garbage liner. If liner cannot be tied, cover garbage with another liner. b) Roll the garbage bin to the receiving area. | <i>If garbage bin does not have wheels place it on a trolley.</i> | Cleaned daily. Garbage bin never rolled in public areas uncovered. |
| 2) Empty garbage from bin. | a) Lift the liner of the bin and throw it into the garbage receptacle. b) If the garbage bin is heavy to lift, turn the garbage bin down, allowing the garbage to fall into the garbage receptacle. | | |
| 3) Clean garbage bin. | a) Pour cleaning chemical and warm water into garbage bin. | <i>Use approximately 4 gallons of water for large garbage bin and 2 gallons for the smaller bins.</i> | |

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Task 49: Empty and Clean Garbage Bin (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|--|---------------------------|
| | <p>b) Retrieve long handled brush from the storage area or a heavy duty scouring pad, and scrub inside the bin.</p> <p>c) Using the wash water inside the bin, scrub the exterior of the bin with a heavy duty scouring pad. chemical on the exterior of the bin and scrub all sides with a scrub brush.</p> <p>d) Rinse the bin inside and outside with the water hose.</p> <p>e) Turn the bin down allowing it to drain.</p> <p>f) Dry the bin with a dry cloth.</p> <p>g) Return the bin to the bar.</p> <p>h) Place a new liner in the bin.</p> | <p><i>If the bin is extremely dirty, use a pressure hose when rinsing.</i></p> | <p>Glove worn.</p> |

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| Task 50: Clean Floor | | | |
|----------------------|---|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Sweep floor. | a) Gather dirt/debris from one end of the bar to the other using a broom. b) Collect dirt/debris in a dust pan as you move along. c) Empty dirt/debris into garbage bin . | <i>Ensure that you sweep underneath sinks, beer coolers, etc. to remove dirt/debris.</i> | |
| 2) Mop floor. | a) Collect cleaning equipment and supplies: <ul style="list-style-type: none"> • bucket/wringer • mop • cleaning chemical b) Fill bucket with warm water and cleaning chemical. c) Place mop in bucket and wring out excess water. d) Mop floor from one end of the bar to the other. e) Rinse the mop in the bucket. | PHOTO <i>Be sure to mop under the sink, beer cooler and other equipment that do not rest flat on the floor.</i> | |

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Task 50: Clean Floor (continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------------------|---|--|-----------|
| | f) Wring excess water from mop and dry the floor. | <i>Cleaning underneath the sink, cupboards and bar equipment helps to avoid foul odours.</i> | |
| 3) Return cleaning supplies. | a) Place cleaning supplies in storage area. | | |
| 4) Return bar mat to floor. | a) Retrieve bar mat from receiving area, using a trolley. b) Place bar mat on the floor. | | |

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| Task 52: Set Up Liquor | | | |
|------------------------|---|-------|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Stock the well. | <p>a) Place the bottles of pouring brand liquor in the well, in the following order from left to right:</p> <ul style="list-style-type: none">• Vodka• Gin• Rum• Scotch• Rye• Bourbon• Brandy <p>b) Place one bottle each of sweet vermouth, grenadine and simple syrup (boiled sugar and water in the well.)</p> | | |

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| Task 53: Prepare Mixes | | | |
|---------------------------------------|--|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Collect all necessary ingredients. | <p>a) Gather ingredients from storage area behind the bar, e.g. lemon juice, pineapple juice, simple syrup, (boiled sugar and water) coconut rum, gold rum, etc.</p> <p>b) Rest all ingredients on the sink surface.</p> <p>c) Pour required ingredients in a measuring cup.</p> <p>d) Place a funnel in the mouth of a mixing bottle or decanter, etc.</p> <p>e) Pour the ingredients through the funnel into the bottle.</p> <p>f) Cover the bottle/container and shake it to mix the ingredients.</p> <p>g) Place mix in the ice bin.</p> | <p><i>In a smaller bar or where mixes are not prepared in advance, if the bartender gets a large order (10 – 15 drinks) a blender can be used to prepare drinks in a timely manner.</i></p> <p><i>In the event that there are not enough decanters to mix the ingredients, a one gallon plastic bottle can be used.</i></p> <p><i>Taste drink.</i></p> | |

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| Task 53: Prepare Mixes (<i>continued</i>) | | | |
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| STEPS | HOW TO'S | HINTS | STANDARDS |
| | <p>h) If mix has not yet been served after two days pour a small amount of mix into a glass and taste to ensure satisfaction.</p> <p>i) If mix is still good, return it to the ice bin.</p> <p>j) If it is not good, complete a spoilage form (see Task) and submit it to cost control.</p> | <p><i>Cost control will visit the bar to verify that the drink is spoiled.</i></p> <p><i>After cost control is satisfied that the drink is spoiled, throw it down the drain.</i></p> <p><i>In a large property, if only 1 – 3 drinks are ordered, pour mix into cocktail glasses and shake to form a head.</i></p> <p><i>Taste drink.</i></p> <p><i>If more than 3 drinks are ordered, place mix in a blender and mix to form a head.</i></p> <p><i>In most major hotels, it is necessary to mix tropical drinks in batches in advance in order to keep the supply going with the demand, because of their popularity. Popular drinks include Yellowbird, Bossa Nova, Bahama Mama, Piña Colada, Goombay Smash, and Planters Punch. Other popular morning drinks include Bloody Mary and Bull Shot.</i></p> | <p>All mixes freshly prepared.</p> <p>Mixes prepared in clean containers.</p> <p>New mixes never added to old mixes.</p> |

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| Task 53: Prepare Mixes (<i>continued</i>) | | | |
|---|----------|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | | <p><i>A Bartender <u>must</u> know how many drinks a one-gallon bottle can produce.</i></p> <p><i>A Bartender must also know specific quantities of ingredients that must go into a batch or mix, e.g. juices versus alcohol.</i></p> <p><i>Orange juice, lemon juice, pineapple juice, V8 or tomato juice, beef consommé, bullion.</i></p> | |

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| Task 54: Polish Glasses | | | |
|-------------------------|--|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Polish glasses. | <p>a) Place a cloth in the left hand allowing the glass to cove the entire hand.</p> <p>b) Hold the glass in the left hand covered by the cloth</p> <p>c) With the right hand, grasp the other end of the cloth, allow the cloth to cover the left hand.</p> <p>d) Place the thumb of the right hand covered with the cloth, into the glass.</p> <p>e) Turn the glass with both hands clockwise or counter clock-wise in circular motions.</p> | <p><i>Avoid cuts.</i></p> <p><i>Cloth must be large enough to cover both hands.</i></p> <p><i>Discored table cloths are recommended for polishing glasses.</i></p> <p><i>This allows the glass to be polished inside and outside simultaneously.</i></p> | <p>Glass always held at the bottom.</p> <p>Polished to a shine. Free of smudges, chips, cracks, lipstick, etc.</p> |

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Task 55: Complete and Submit Requisition Forms

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|---|--|---|
| 1) Fill in liquor and wine requisition form. | a) Gather all empty bottles and line them up on the bar counter. b) Count the number of empty bottles of the same product type. c) Write on the requisition form the product required. <ul style="list-style-type: none"> • name • size • amount | <i>Bottles should be grouped together according to the product, e.g. vodka, gin, rum, scotch, etc.</i> | Performed daily at the end of the shift. |
| 2) Fill in requisition forms for other liquor items. | a) Check par stock. b) Fill in the requisition form according to the amount required to bring item up to par level. <ul style="list-style-type: none"> • name • amount • size c) Include date, name of outlet (lobby/pool/beach bar, etc.) d) Sign the requisition form. e) Obtain approval | <i>Familiarize yourself with the par stock for all items.</i> | |

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| | from the manger. | | |
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Task 55: Complete and Submit Requisition Forms (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|--|-------|-----------|
| 3) Determine food level. | a) Check food items in the cupboards and the cooler. | | |
| 4) Fill in requisition form. | a) Complete food requisition form in the amount required to bring food items up to par level. <ul style="list-style-type: none"> • name • amount • size b) Include date, name of outlet (lobby or pool or beach bar). c) Sign the requisition form. d) Obtain approval signature from the manger. | | |
| 5) Deliver requisition forms. | a) Place liquor requisition form in the designated area (usually at the entrance of the beverage storeroom.) b) Place food requisition form in the designated area (usually at the entrance of the food storage | | |

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| 6) Fill in requisition for paper supplies. | room.) a) Check par stock. | | |
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Task 55: Complete and Submit Requisition Forms (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|-------|-----------|
| | b) Fill in the requisition form according to the amount required to bring items up to par level: <ul style="list-style-type: none"> • name • amount • size c) Include date, name of outlet (lobby/pool/beach bar, etc.) d) Sign the requisition form. e) Obtain approval signature from the manger. | | |

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