

## Bartender Training

We welcome you to **[Restaurant Name]**. As a Bartender, you'll be an important part of each guest's experience in our restaurant. You are responsible for creating a positive first impression, preparing beverages exactly to recipe, and making every guest feel welcome and special. You can accomplish this by meeting and exceeding your guest's expectations.

We take great pride in our quality beverages and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day. We will provide you with the training you need to be successful.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities, and operating procedures for **[Restaurant Name]**.

Once again, welcome to the **[Restaurant Name]** Team!

Below you will find the *Bartender* topics covered in this guide.

1. Bartender Job Description
2. Service Standards
3. Providing Exceptional Service
4. Preventing & Handling Complaints
5. Steps of Bar Service
6. Filling Bar Orders for Servers
7. Greeting the Guest
8. Taking the Order
9. Drink Preparation
10. Delivering Drinks
11. Menu Presentation
12. Food Safety & Sanitation
13. Alcohol Awareness
14. Performing Sidework Duties
15. End of Shift Checkout Procedures
16. Tip Reporting



# Bar Staff Training Manual

**Guy Lincoln, Conrad Lashley**



## **Bar Staff Training Manual:**

**The Professional Bar & Beverage Manager's Handbook** Amanda Miron, Douglas Robert Brown, 2006 CD ROM contains forms in PDF and a business plan in MS Word      **The Bar Starts Here** Ryan Dahlstrom, 2016-12-15      **The Restaurant Manager's Handbook** Douglas Robert Brown, 2007 Book CD This comprehensive book will show you step by step how to set up operate and manage a financially successful food service operation This Restaurant Manager's Handbook covers everything that many consultants charge thousands of dollars to provide The extensive resource guide details more than 7 000 suppliers to the industry virtually a separate book on its own This reference book is essential for professionals in the hospitality field as well as newcomers who may be looking for answers to cost containment and training issues Demonstrated are literally hundreds of innovative ways to streamline your restaurant business Learn new ways to make the kitchen bars dining room and front office run smoother and increase performance You will be able to shut down waste reduce costs and increase profits In addition operators will appreciate this valuable resource and reference in their daily activities and as a source of ready to use forms Web sites operating and cost cutting ideas and mathematical formulas that can be easily applied to their operations Highly recommended      Hospitality Retail Management Conrad Lashley, 2009-11-03 Hospitality Retail Management provides students and managers with a practical guide to managing units in hospitality retail organizations Customers rely on a particular chain of hotels restaurants or pubs to provide the same level of service and environment across the board This standardised service provides the customer with the security of knowing what to expect from that particular organisation However this standardisation allows little room for creativity for individual managers to respond to the particular needs of their local market There is a growing realisation that there is greater profitability if the chain can offer both standardised services across all its retail operations while at the same time allowing local managers the freedom to interpret the needs of its local market as they see fit Hospitality Retail Management shows managers and students how competitive advantage can be gained by adopting management techniques which are both tight and loose and demonstrates how you can manage businesses with well defined objectives while also allowing local managers to interpret their local market as they see fit Conrad Lashley has done extensive consultancy with companies such as McDonalds and uses case studies from these companies to reiterate key issues throughout the text      The Locksley Nightclub, Bar, and Restaurant Security Handbook Robert A. McManus, Sean M. O'Toole, 1995 The Nightclub Bar and Restaurant Security Handbook is the most comprehensive publication of its kind This book is a must for anyone who owns or operates a nightclub bar restaurant hotel casino or any venue where alcohol is served      **Bartender Training Manual** Ryan Dahlstrom, 2016-09-01 The Most Requested Training Manual in the Industry Today Bartender Training Manual Table of Contents INTRODUCTION TRAINING DEVELOPMENT Acceptable Bartending Standards Unacceptable Bartending Standards Techniques Resulting in Termination Three Strike Rules Personal Appearance Uniforms Pro Active Bartending Alcohol

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BottlesTIP POOL CONCLUSION TEAM WORK INTEGRITY      Microsoft Teams 2020 Training Manual Classroom in a Book  
TeachUcomp ,2020-10-19 Complete classroom training manual for Microsoft Teams 2020 101 pages and 51 individual topics  
Includes practice exercises and keyboard shortcuts You will learn how to create and manage teams channels and users setup  
and attend meetings make calls create live events and much more Topics Covered Getting Acquainted with Teams 1 The  
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Lincoln,Conrad Lashley,2012-05-31 Business Development in Licensed Retailing a unit manager s guide details the

indispensable skills and techniques needed to manage units within licensed retail organisations in a flexible and entrepreneurial manner This book Forms the basis of a complete course for a unit manager s development Provides an overview of the range of skills needed for effective unit management Supports the development of techniques with examples from existing best practice and case examples from companies such as JD Wetherspoon s TGI Fridays and McDonald s amongst others Business Development in Licensed Retailing considers the functional management techniques required at unit management level covering recruitment human resource management operations service quality and customer relations financial measurement and analysis promotions and strategic planning The analysis systematically provides all the practical know how you need to produce of a comprehensive business plan for your unit Ending with a comprehensive case study that demonstrates all the aspects of business development working in a real life scenario the text is ideally suited for lecturers and management development personnel to use as a learning resource through which readers can apply the principles and techniques outlined

**Franchise Opportunities Handbook** ,1985 This is a directory of companies that grant franchises with detailed information for each listed franchise International Labour Documentation International Labour Office. Central Library and Documentation Branch,1992 Research Report ,1991 *FOOD & BEVERAGE MANUAL* GIANCARLO PASTORE,2021-04-10 Colossal book per il settore ristorazione Sono affrontate le tematiche dal budget al controllo di gestione Ampio spazio all organizzazione della sala ristorante bar cucina Food cost e beverage cost Dizionario traduttore gastronomico in cinque lingue Revpash Calcolo revpar presenze Revpasf Revpath Net rev par Costi mese bkf INDICATORI DI REDDITIVIT R O E E B I T E B I T D A Manuali di procedure per tutti i reparti ABSTRACT DESCRIZIONE LIBRO Colossal book per il settore ristorazione Sono affrontate le tematiche dal budget al controllo di gestione Ampio spazio all organizzazione della sala ristorante bar cucina Food cost e beverage cost Dizionario traduttore gastronomico in cinque lingue Revpash Calcolo revpar presenze Revpasf Revpath Net rev par Costi mese bkf INDICATORI DI REDDITIVIT R O E E B I T E B I T D A Manuali di procedure per tutti i reparti SOGGETTO Economia Industria Management CONTENUTI DEL LIBRO EMPATIA IL TUO BRAND Il food beverage manager \_ L hotel suddiviso in dipartimenti dpt SUDDIVISIONE RICAVI REVENUE PER REPARTI DPT F B RELATIVI COSTI Job description \_ L INTERVISTA PER UN POSTO DI LAVORO \_ COME INTERVISTARE IL CANDIDATO CURRICULUM VITAE SELF MARKETING \_ MOTIVAZIONE Percentuali calcolo \_ SCONTISTICA \_ ESERCIZI Metriche \_ performance \_ REVPASH \_ CALCOLO REVPAR PRESENZE \_ REVPASF \_ REVPATH \_ NET REV PAR \_ COSTI MESE BKF Indicatori di redditivit \_ R O E \_ E B I T \_ E B I T D A Imposta taxa tributo \_ IMPOSTE DIRETTE E LE IMPOSTE INDIRETTE I V A \_ Significato \_ Imponibile \_ IMPRESA AZIENDA DITTA BUDGET \_ FORECAST \_ CONTROLLO DI GESTIONE CdG \_ ANALYSIS IL BUDGET BEN PI DI UNA SEMPLICE PREVISIONE \_ Bilancio di previsione Budget GD HTL ROYAL esempio \_ LA CREAZIONE DI UN BUDGET MAPPATURA ROOMS DIVISION GD HTL ROYAL BUDGET POTENTIAL REVENUE ROOMS DIVISION GD HTL ROYAL BUDGET Presenze rooms percentuali

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metalli I composti chimici Acidi e basi STILI DI LEADERSHIP GLOSSARIO ALCUNE FAMIGLIE DI SALI L ALCIMIA LA SCOPERTA DEGLI ACIDI LE SOSTANZE BASICHE IL SALE COMUNE MICROCRISTALLI PERCH L ABBATTITORE VANTAGGI RISPARMIO DI TEMPO CONGELAMENTO MONTARE GLI ALBUMI A NEVE ACQUA E SALE CACAO LAVORAZIONI LE SPEZIE E GLI AROMI DOLCE SALATO I FUNGHI VELENOSI CONDIMENTI CALORIE CALCOLI CUCINE ETNICHE KOSHER LOCALI ETNICI La musica riveste una nota di accoglienza importantissima Cucina Giapponese Cucina Cinese Cucina Coreana Cucina Pachistana Cucina Indiana Cucina Thailandese Cucina Afghana Cucina Siriana Cucina Araba Cucina del Madagascar Cucina del Marocco Cucina di Zanzibar Cucina Peruviana Cucina Colombiana Cucina Messicana Cucina del Guatemala ANALISI SENSORIALE CURIOSO Com nata la toque blanche IL RISO VENERE COME SONO NATI I RISTORANTI I LATINI DICEVANO IEIUNARE L ETIMOLOGIA INCERTA LA NATURA MORTA DI CUCINE DALLA PREGNANTE CONCRETEZZA DEI SENSI AL SOGNO SCOPERTA L AREA CEREBRALE RESPONSABILE DELL ABUSO DI CIBO MENU PERIODICI IN ALBERGO CARTA BUFFET INSALATE SEMPLICI COMPOSTE CARTA DEI CONTORNI CARTA DELLE UOVA CARTA DEI BURRI COMPOSTI CARTA DEL PANE GOURMET GOURMAND CARTA DESSERT CARTA FORMAGGI ITALIANI CARTA FORMAGGI MONDO CARTA DEI SALI COMPOSIZIONE CHIMICA OLIO OLIVA CARTA OLII EXTRA VERGINE D OLIVA ITALY CARTA DEGLI OLII EXTRA VERGINE D OLIVA SPAGNA REQUISITI STRUTTURALI RISTORANTE R E I PROGETTAZIONE AUTOCAD SPAZI MISURE CUCINA LAY OUT DISPOSIZIONE SERVIZI Il manuale e interpretazione LA COMUNICAZIONE DEL MANUALE AL PERSONALE NEOASSUNTO IL FORMATO DEL MANUALE E I SUOI CONTENUTI LA POLITICA QUALIT DELL AZIENDA IL RESPONSABILE DEL QUALITY ASSURANCE DISTRIBUZIONI CONTROLLATE E NON CONTROLLATE LE LINEE GUIDA DEL SISTEMA UN TIPICO INDICE DI LINEE GUIDA POTREBBE ESSERE INDICE DELLE PROCEDURE Metodi comportamentali COME PROPORSI AL CLIENTE COSA EVITARE PRESENTAZIONE ED ORDINE GENERALE ASPETTO ESTERIORE UOMINI DONNE NORME Manuale di procedure cucina LA QUALIT DEGLI ALIMENTI LA CONSERVAZIONE DEGLI ALIMENTI NORME GENERALI esempio OPERAZIONE MANI PULITE NORME D IGIENE IGIENE NEI LOCALI CUCINA ECONOMATO MAGAZZINI TOILETTE DEL PERSONALE IGIENE DEI PRODOTTI ALIMENTARI RISPETTARE LE SEGUENTI TEMPERATURE PER UNA CORRETTA CONSERVAZIONE DEI CIBI MOLTIPLICAZIONE BATTERICA Tossinfezioni BOTULINO SALMONELLA STAFILO COCCO AUREO IGIENE E SICUREZZA BATTERI FRIGGITRICE esempio GRADO DI BRUCIATURA DEI GRASSI PUNTO DI FUMO IGIENE DEGLI UTENSILI E MACCHINE Acquisti controlli INVENTARIO E MAGAZZINO MODULO CARICO SCARICO MAGAZZINO LE RIMANENZE DI MAGAZZINO ASPETTI OPERATIVI E CONTABILI ELEMENTI COSTITUTIVI DELLE RIMANENZE CONTROLLO E GESTIONE MAGAZZINI RIFERIMENTI CUCCHIAINO RIFERIMENTI CUCCHIAIO RIFERIMENTI LIQUIDI UNIT DI MISURA SISTEMA INTERNAZIONALE ESEMPIO CALCOLO INVENTARIO E PRODUZIONE FOOD BEVERAGE ESEMPIO INVENTARIO MAGAZZINO CUCINA MODULO GRAMMATURE STANDARD PORZIONI esempio IL

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DENOMINAZIONE DELLE PORTATE MISE EN PLACE Manuale di procedure SALA RISTORANTE Procedure di servizio del personale di sala ristorante Durante il servizio Fine servizio Comande Conservare le merci stoccate Accogliere l'ospite a partire dal n° di posti ristorante pronti per clienti prenotati e walk in Ricette per flamb e TAGLIOLINI AL SALMONE FILETTI DI SOGLIOLA ALLA PROVENZALE SCAMPI AL CURRY FILETTO STROGONOFF FILETTO AL PEPE VERDE LA CHIMICA DEL FLAMB E CATERING BANQUETING PRINCIPALI OCCASIONI DI ATTIVITÀ DI BANQUETING LE PRINCIPALI FASI DEL SERVIZIO DI BANQUETING STUDIO DEL PIANO OPERATIVO REALIZZAZIONE DEL SERVIZIO SMANTELLAMENTO VALUTAZIONI FINALI SCHEDA PROGETTAZIONE FATTIBILITÀ PRODUZIONE BNQ SCHEDA VALUTAZIONE MARKETING H TEL Spazi conferenze diametri ALLESTIMENTO SALA BNQ SPAZI CIRCONFERENZE DIAMETRI Manuale procedure BNQ IL BUFFET Esempio BROCHURE BANCHETTI PROPOSTE MENU BANCHETTO Ordine di servizio esempio Revenue cost bnq PROCEDURE INSERIMENTO E SVILUPPO BANCHETTISTICA Esempio Contratto CAPARRA CONFIRMATORIA ROOM SERVICE MINIBAR PROFIT LOSS STATEMENT PROCEDURE MINIBAR esempio PROCEDURA SET UP PROCEDURE PER L'APPROVVIGIONAMENTO DEI PRODOTTI STOCCAGGIO CONTROLLO E SMALTIMENTO PRODOTTI NEI MAGAZZINI PROCEDURE PER IL REFILL DEI MINIBAR NELLE CAMERE GESTIONE DEI PRODOTTI IN SCADENZA GESTIONE DEL MINIBAR TRA FRONT OFFICE E HOUSEKEEPING SERVICE DUTIES MORNING SHIFT 6 30 15 00 INTRODUZIONE ALLE TECNICHE TELEFONICHE AVANTI TUTTA Traduttore gastronomico culinario ANTIPASTI APPETIZERS HORS D'OEUVRE ENTREMESES VORSPEISEN CARNI FREDDI COLD MEATS VIANDE FROIDES FIAMMERS KALTER FLEISCHAUFSCHNITT TARTELETTE TARTLETS TARTELETTES TARTALETAS TARTCHEN MINESTRE SOUPS POTAGES SOPAS SUPPEN PASTA E RISO PASTA RICE PATES ET RIZ PASTA Y ARROZ NUDELN UND REIS PESCE FISH MAIN COURSES CARNE MEAT MAIN COURSES DOLCI SWEETS DESSERTS POSTRES S B SPEISEN VERDURE VEGETABLES L GUMES VERDURAS GEM SE VEGETABLE PREPARATION FRUTTA FRUIT FRUITS FRUTAS OBST COLD CUTS EGGS BURRI E SALSE BUTTER SAUCES BEURRES ET SAUCES MANTEQUILLAS Y SALSAS BUTTER UND SAUCEN SALSE SAUCES ET SAUCES SALSAS SAUCEN ERBE SPEZIE AROMI AROMATIC HERBS SPICES FINES HERBES PICES ET AROMATES HIERBAS ESPECIAS Y AROMAS KRUTER UND GEWÜRZE ALTRI INGREDIENTI ADDITIONAL COOKS INGREDIENTS AUTRES INGRÉDIENTS OTROS INGREDIENTES WEITERE ZUTATEN BEVANDE BEVERAGES BOISSONS BEBIDAS GETRUNKEN PERSONALE MANSIONI Quadri livelli Esempio Busta paga Addetto di 3 LIVELLO RETRIBUZIONE CC NL ESEMPIO Busta paga 3 LIVELLO CON SUPERMINIMO DI 560 00 Costo azienda Area Quadri Politica del personale SAPER LEGGERE LA BUSTA PAGA RETRIBUZIONE DIRETTA RETRIBUZIONE INDIRETTA Retribuzione differita Fringe Benefit Superminimo Maggiorazioni Lavoro straordinario Malattia Controlli di malattia e le fasce orarie Contributi previdenziali Costruzione dell'imponibile contributivo Imposta fiscale Costruzione dell'imponibile fiscale Rimborsi spese per trasferta fuori dal comune sede di lavoro Trasferte a rimborso misto Trasferte con rimborso a più di lista Rimborsi spese per

trasferta entro il comune sede di lavoro Rimborso spese al collaboratore per uso auto propria Aspetti fiscali dei rimborsi per le spese di trasferta per il lavoratore Trattamento fiscale delle trasferte Aspetti fiscali dei rimborsi per le spese di trasferta per l'impresa La documentazione delle spese Addizionali Regionali e Comunali Trattamento di fine rapporto T F R Festività Stress da lavoro correlato Effetti dello stress sui lavoratori Che cos'è lo stress da lavoro correlato DOCUMENTO DI VALUTAZIONE DEI RISCHI CHE COS'AZIONI CORRETTIVE QUANDO VANNO PROGRAMMATE CHECKLIST INDICATORI STRESS LAVORO CORRELATO Burnout Coping Distress Eustress Fatica Focus group Fonti di stress Procedimenti sanzioni disciplinari Mobbing Processo di coping R L S R S P P Valutazione cognitiva Valutazione della percezione soggettiva PIANO SANITARIO Giudizi ANALYSIS IL BILANCIO D'ESERCIZIO CONTO ECONOMICO E LO STATO PATRIMONIALE CONTO ECONOMICO D'ESERCIZIO NOTA INTEGRATIVA RELAZIONE DI GESTIONE IL DIRECT COSTING IL FULL COSTING Piano dei conti MEETING RIUNIONI Strumenti manageriali CENTRO CONGRESSI TERMINI Codice fonetico I C A O Fabbisogno economico FABBISOGNO FINANZIARIO Budget meeting proposta e calcolo AUDIT SCHEDA ANALISI ORGANIZZAZIONE STAFF STRUTTURALI BUSINESS PLAN LA STRUTTURA DEL BUSINESS PLAN PRESENTAZIONE SINTETICA DEL PIANO LA PRESENTAZIONE SINTETICA DEL PIANO RIPIETA IL PIANO DI MARKETING IL PIANO DI VENDITA E IL PIANO DI PRODUZIONE IL PIANO DEI COSTI GENERALI IL PIANO DELLE IMMOBILIZZAZIONI IL FABBISOGNO FINANZIARIO E I FLUSSI DI CASSA PRESENTAZIONE SINTETICA DEL PIANO IL CONTO ECONOMICO E LO STATO PATRIMONIALE COSTI GENERALI E DEL PERSONALE SCHEDA AUTORE RINGRAZIAMENTI *The Handbook of Field Marketing* Alison Williams, Roddy Mullin, 2009-06-03 If you are involved in field marketing this is the book for you Whether you are working within a company and seeking to employ a field marketing agency or you work for such an agency and want to ensure best practice The Handbook of Field Marketing is the essential handbook for success Crammed with self study questions case studies and proven advice for success this book offers a blueprint for best practice enabling you to undertake robust rigorous and meaningful brand research The Handbook of Field Marketing reveals the best techniques to ensure profitable brand maximization for your company's products or those of the client company whether measured by brand visibility product availability positioning performance against competitors or overall sales performance **Resources in Education**, 1996-10

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operate in diverse communities and cultures Special attention is paid to the difficulties in implementing and sustaining effective interventions within the kinds of regulatory structures and political and economic climates that currently prevail in western countries The book draws upon the authors extensive experience with observational interview and intervention research related to reducing aggression and injury in drinking establishments as well as their knowledge of the alcohol field and of prevention policing and regulation more generally *Monthly Catalogue, United States Public Documents* ,1995

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