



FOOD AND BEVERAGE

BAR BACK

Task 1: Clock In/Sign In and Collect Keys

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------|---|---|--|
| 1) Clock in. | a) Upon arrival at the property, clock in at security and/or appropriate department. | <p><i>Be punctual always.</i></p>  | <p>Shift begins one hour before opening of bar.</p> <p>Report for duty at least 30 minutes before shift begins.</p> <p>Enter through the designated area.</p> |
| 2) Collect keys. | <p>a) Sign for assigned keys in the designated area according to property standards.</p> <p>a) Sign your name on attendance record.</p>  | <p><i>If a pencil is used, it can be erased.</i></p> | <p>Keys collected for bar assigned only.</p> <p>Pen used and photo identification card displayed.</p> |

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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. | <i>When trolley is required, collect from bar storeroom or food and beverage storeroom.</i> | Bar properly stocked before it is opened. |
| 2) Deliver empty bottles to storeroom. | 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 tags 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 legibly. | | Pen used. |

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Task 2: Collect Requisitioned Items and Stock the Bar

(continued)


| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|--|------------------------------------|
| <p>5) Transport and store requisitioned items.</p> | <p>b) Retain a copy of the beverage requisition form.</p> <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 cool in the beer/bottle cooler.</i></p> | <p>All bottles labeled.</p> |

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Task 2: Collect Requisitioned Items and Stock the Bar

(continued)

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

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Task 2: Collect Requisitioned Items and Stock the Bar

(continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|--|---|--|
| | b) Store food items in their appropriate places, e.g. cupboards or cooler, using the first in, first out (fifo) system. For example, new items should be placed at the back of the cupboard and older items should be placed in front. | <i>Do not store food items in cases, as boxes tend to attract roaches and other insects.</i> | Fifo system used (first in, first out). |
| 11) File requisition forms. | a) Place copies of requisition form (s) in filing cabinet. | | |
| 12) Proceed to supply storeroom. | a) Report to the supply storeroom clerk. | | Paper condiments stocked to par. |
| 13) Collect and check supplies. | a) Receive items according to the requisition form. | <i>Sufficient supplies should be ordered to last for at least 2 weeks to 1 month, based on the size of the operation.</i> | |

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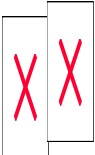
Task 2: Collect Requisitioned Items and Stock the Bar

(continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------------------|--|-------|-----------|
| 14) Transport and store supplies. | a) Place 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. b) If bar is not clean, refer to tasks 8 to 29. | <i>Bar should be free from unpleasant smells.</i> | Bar and all related equipment/utensils cleaned according to health code standards. |
| 2) Check glass supply.  | a) 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 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 ample 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 fresh and clean. |

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

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------|---|--|--|
| | <p>c) Fill the ice caddy with ice using the ice scoop.</p> <p>d) If the hotel has its own icehouse, collect sufficient bags of ice and empty them into the ice caddy.</p> <p>e) Return the ice caddy to the bar and fill the sinks with ice, using an ice scoop.</p> | <p><i>Some properties have their own icehouse where the ice is made and bagged.</i></p> <p><i>Do not over pour ice in ice bin.</i></p> | <p>No debris.</p> |
| <p>4) Prepare mixes.</p> | <p>a) Check par stock for the following mixes:</p> <ul style="list-style-type: none"> • Sweet 'n Sour • Bloody Mary • Piña Colada • Bahama Mama • Goombay Smash • Fruit Punch • Yellow Bird • Bosa Nova <p>b) Bring mixes to par level by replenishing in accordance with hotel recipe standards.</p> | <p><i>Ensure that mixing containers are clean before use.</i></p> | <p>Mixes stored in beer coolers/reach ins in plastic containers.</p> <p>All mixes fresh.</p> <p>New mixes never added to old mixes.</p> <p>All containers clean.</p> |

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

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------------------|---|-------|---|
| | c) Place the bottled mixes in beer cooler/reach in or on ice. | | All mixes in place for each workstation. |
| 5) Report spillage/spoilage. | a) Verbally inform bartender/ beverage manager of any occurrence of spillage/spoilage. | | |
| 6) Prepare juices. | a) Check par stock for the following : <ul style="list-style-type: none"> • Pineapple Juice • Orange Juice • Lemon/Lime Juice • Grapefruit Juice • V8 Juice • Cranberry Juice • Beef Bouillon b) Bring juices up to par level by replenishing in accordance with hotel recipe standards. c) Place juices in beer cooler/reach-in or on ice. | | |

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

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------------|--|--|---|
| 7) 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> | <p>Items neatly arranged.</p> <p>Left over orange, lemon and lime discarded at the end of the shift.</p> <p>Cherries, olives and onions checked daily for freshness.</p> |
| 8) Position food condiment caddy. | a) Place the food condiment caddies at the service stations. | | |
| 9) Set up bar aide caddy. | a) Place coasters, cocktail napkins, stirrers, sip straws, long straws, toothpicks, cocktail umbrellas (parasols) and cocktail swords in bar aide caddy. | <i>Discard damaged condiments.</i> | <p>Bar aide caddy neatly arranged.</p> <p>No tears, wrinkles, spots or stains.</p> |
| 10) Position bar aid caddy. | a) Place bar aide caddies on bar counter every 8 to 10 feet. | | |
| 11) Set up preparation/work station. | <p>a) Place plastic mesh on bar counter.</p> <p>b) Turn down shot/jigger glasses and cocktail shakers on plastic mesh.</p> | <i>Plastic meshes approximately 3 feet by 1 foot.</i> | Work station is close to juices and ice sinks. |

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

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|---|-----------|
| | <p>c) Rest cocktail spoons, strainer, bottle opener, can opener, cork screw, ice tong, salt and sugar rimmer on the plastic mesh.</p> <p>d) Place master bar mat on plastic mesh, positioned to 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 Perrins 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><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> | |

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

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|--|---|--|
| | <ul style="list-style-type: none"> h) Secure a supply of clean bar towels from the linen room. Tie one securely on the towel holder for drying hands. i) Place the other towels in the cupboard. | | |
| 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 kept in the bar. |
| 13) Check Co2 supply. | a) Inspect the pressure gauge on the Co2 tank to determine whether it has sufficient supply. | | A reserved Co2 tank kept in bar store room or behind the bar. |
| 14) Set up drink menu. | a) Place menus next to each bar aide caddie on bar counter. | | |
| 15) Check computer paper supply. | a) Ensure that there is adequate supply of computer paper for printing checks. | | |
| 16) Set up ashtrays. | a) Collect clean ashtrays and inspect them for cleanliness and damage. | | Ashtrays clean, dry, free of chips, cracks and debris. |

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

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------------|--|---|--|
| 17) Prepare garnishes. | <p>b) Place ashtrays in the centre of the bar counter between every other stool.</p> <p>c) Place a book of matches on the edge of each ashtray.</p> <p><u>Lemon/Lime Wedges</u></p> <p>a) Cut the ends off.</p> <p>b) Cut in half lengthwise.</p> <p>c) Cut a slit in the centre of each.</p> <p>d) Cut each half lengthwise to get 6 to 8 wedges of lemon or lime, depending on the size of the lemon or lime.</p> <p>e) Store in condiment tray.</p> <p><u>Lemon/Lime Twists</u></p> <p>f) Place lemon/lime on cutting board and cut the ends off.</p> <p>g) Firmly hold the lemon on the cutting board with one hand.</p> | <p><i>Garnishes prepared at the work station.</i></p> | <p>Where logo matches are provided, leave open in the form of a tent. (popped up position.)</p> <p>Six to eight wedges per lemon.</p> <p>Ends cut off.</p> <p>No shortage for service.</p> |

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

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------|---|--|---|
| 18) Set up snacks. | <ul style="list-style-type: none"> <li data-bbox="423 541 630 646">h) Using a paring knife, cut off portions of the peel. <li data-bbox="423 699 630 772">i) Store in condiment caddies. <li data-bbox="423 825 630 961">a) Collect clean snack bowls and inspect them for cleanliness and damage. <li data-bbox="423 982 630 1035">b) Place snacks in bowls. <li data-bbox="423 1066 630 1140">c) Rest snack bowls on shelf behind the bar. | <p data-bbox="652 541 859 594"><i>Avoid peels from getting wet.</i></p> <p data-bbox="652 625 859 678"><i>Prepare 4 – 5 lemons at a time.</i></p> <p data-bbox="652 699 859 804"><i>Amount of garnishes prepared to anticipated business needs.</i></p> <p data-bbox="652 825 859 930"><i>Ensure that there is an adequate supply of snacks for the duration of the shift.</i></p> | <p data-bbox="881 541 1076 594">Knife used carefully to prevent accidents.</p> <p data-bbox="881 625 1076 678">Condiment caddies have no build-up.</p> <p data-bbox="881 699 1076 751">Caddies kept covered.</p> <p data-bbox="881 825 1076 930">All public bars supplied with snacks, according to hotel's standard.</p> |

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| Task 4: Set Up Liquor | | | |
|--|--|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare liquor bottles for display. | <p>a) Remove liquor bottles from storage cupboard.</p> <p>b) Wipe each bottle with a clean, slightly damp cloth.</p> <p>c) Remove bottle caps and replace with posi pourers.</p> | <p><i>Ensure that posi pourers are clean on the outside and free from sugar buildup on the inside.</i></p> | <p>Only premium and name brand liquor are displayed.</p> <p>Liquor set up neatly and in order.</p> |
| 2) Set up liquor display. | <p>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:</p> <ul style="list-style-type: none"> • Hard liquor: <ul style="list-style-type: none"> Vodka Gin Rum Scotch Rye Bourbon Brandy | <p><i>Ensure that shelves and wells are clean.</i></p> <p><i>Check that each bottle has the correct inventory control sticker for the outlet.</i></p> <p><i>In cases where bars are designed with two sided shelves, a complete set of liquor would be displayed on both sides of the shelves</i></p> | |

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| Task 4: Set Up Liquor (continued) | | | |
|--|--|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 3) Stock the well. | <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) 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 and dry vermouth, grenadine and simple syrup (boiled sugar and water) in the well.</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.</p> <p>One to one and a half inch posi pourer on liquor bottles.</p> |

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Task 5: Attend Roll Call and Briefing Meeting

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|--|--|
| <p>1) Inspection of uniform and personal hygiene.</p> | <p>a) Form a line by job categories:</p> <ul style="list-style-type: none"> • Bar Back • Bar Waitress • Bartender <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 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 haircuts 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 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 bar.</p> <p>Face free of dirt, properly washed and groomed to the standard of the bar. No facial hair other than moustache.</p> <p>Mouth and teeth fresh smelling and clean.</p> <p>Free from wax and soap scum.</p> |

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Task 5: 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><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. Never allow shoe heels to wear down.</i></p> <p><i>Aprons clean and wrinkle free.</i></p> <p><i>Ties clean and wrinkle free</i></p> <p><i>Name tag is worn so employees can be easily identified.</i></p> | <p>Earrings worn by females only to the standard of the hotel.</p> <p>Cloths free of dirt, stains and smelling fresh.</p> <p>Clothes pressed and properly fitting to bar standard.</p> <p>No runs and holes.</p> <p>Coloured socks as per bar's standard.</p> <p>Shoes polished and neatly fitting.</p> <p>Apron free from dirt and stains.</p> <p>Ties free from dirt and stains.</p> <p>Name tag worn at all times.</p> |

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Task 5: Attend Roll Call and Briefing Meeting *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------------|---|--|--|
| 2) Presentation of working utensils. | e) Hands and nails. | <p><i>Ensure that all dirt is removed from nails.</i></p> <p><i>Always wash hands thoroughly after smoking cigarettes and using the restroom.</i></p> | <p>Nails free from dirt and properly manicured.</p> <p>No fingernail polish.</p> <p>No sculptured nails.</p> |
| | f) Jewelry: <ul style="list-style-type: none"> • bracelet • finger ring • earring • chain • watch a) Continue standing while the person conducting the meeting examines the following: <ul style="list-style-type: none"> • pen (2) • pad • matches • other specialty working utensils | <p><i>Excess jewelry can take away from the appearance of the uniform in the bar.</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 the bar.</p> <p>Working utensils on person at all times. Pens with company logo used.</p> <p>Pens writing clearly.</p> <p>Black or blue ink only.</p> <p>Pad neat and tidy. No pen marks or ragged edges.</p> <p>Matches dry.</p> |

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Task 5: Attend Roll Call and Briefing Meeting (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|--|---|
| <p>3) Receive final instructions regarding station assignments.</p> | <p>a) Listen to person conducting meeting give information on the status of the station assignment (s) as follows:</p> <ul style="list-style-type: none"> • station assignment remains the same • assign additional tables • reassign another station. <p>b) Write information on note pad.</p> | <p><i>In the event that another bartender 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>Listen attentively. Take written notes.</p> |
| <p>4) Receive information regarding special activities, events, bar updates etc.</p> | <p>a) Listen to the person conducting meeting inform 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>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. Written notes taken.</p> |

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| Task 5: 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. Written notes taken. |
| 6) Taste the day's special. | a) Use a straw to sample the special. b) Comment on the taste of the special. | <i>Pour small amount in a sampling cup.</i> <i>Give constructive comments.</i> | |
| 7) Receive instructions regarding "out of stock" items. | a) Listen to the designated person(s) give a listing of bar items not in stock. b) Write the list on a note pad. | | |
| 8) Briefing of items to be "up sold". | a) Listen to the designated person advising 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. Written notes taken. |

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Task 5: Attend Roll Call and Briefing Meeting *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|--|---|
| <p>9) Voicing of staff views, concerns, congratulations etc.</p> | <p>a) Listen to the person conducting the meeting or the appropriate person(s), inform:</p> <ul style="list-style-type: none"> • staff views • concerns • congratulations • grievances • comment cards • new ideas for service • birthdays • anniversaries | <p><i>Show respect to the speaker.</i></p> | <p>Listen attentively.</p> <p>Voice clear.</p> <p>Written notes taken.</p> |

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| Task 6: Take Position at Assigned Station | | | |
|--|--|---|------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Stand behind the bar. | a) Position yourself in the appropriate location. b) Stand in an erect position and be alert. | <i>No slouching. No reading magazines, newspapers, etc. No gossiping and small talk. No gathering around the cashier's station. No chewing of gum and other food items.</i> | |

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| Task 7: Maintenance of Bar Throughout Shift | | | |
|--|--|---|------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean ashtrays. | a) See Task 11. | | |
| 2) Clean glassware. | a) See Task 9. | | |
| 3) Clean bar top. | a) See Task 18 step 2. | | |
| 4) Clean floor. | a) See Task 28. | | |
| 5) Empty garbage bin. | <p>a) Take garbage bin to the designated area.</p> <p>b) Cover the garbage bin with a lid or tie the garbage liner. If liner cannot be tied, cover garbage with another liner.</p> <p>c) Lift the liner out of the bin and throw it into the garbage receptacle.</p> <p>d) If the garbage bin is too heavy to lift, ask for help. Turn the garbage bin down, allowing the garbage to fall into the garbage receptacle.</p> <p>e) Return garbage bin to the bar and place a clean garbage liner in the bin.</p> | <p><i>If garbage does not have wheels, place it on a trolley.</i></p> | |

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Task 7: Maintenance of Bar Throughout Shift *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------------|---|-------|-----------|
| <p>6) Clean up broken glass.</p> | <p><u>From the counter:</u></p> <ul style="list-style-type: none"> a) Pick up larger pieces of glass and throw in the garbage bin. b) Wipe smaller pieces of glass from the bar counter with a disposable bar rag and dispose of rag. <p><u>From the ice sink:</u></p> <ul style="list-style-type: none"> a) Discard the entire ice supply. b) Thoroughly wash out the ice sink. c) Replace with fresh ice. <p><u>From the floor</u></p> <ul style="list-style-type: none"> a) Sweep broken glass in dust pan and throw in garbage bin. | | |

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Task 7: Maintenance of Bar Throughout Shift *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|--|---|
| 7) Restock paper condiments and products. | a) Replenish paper condiments and products periodically to bring to par level. | | |
| 8) Restock ice. | <p>f) 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.</p> <p>g) 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 to collect ice.</p> | <p><i>Only use bus pan or ice pail for transferring ice from the ice machine.</i></p> <p><i>Ensure that there is ample ice at the start of the shift for the anticipated business.</i></p> | <p>No shortage for service.</p> <p>Ice scoop used.</p> <p>No hands, glasses or other objects used to scoop ice.</p> <p>Ice fresh and clean.</p> |
| 9) Restock liquor. | a) As bottles become empty, remove from the shelf or well, detach the posi pourer. Place empty bottles in the designated area behind the bar. Retrieve a full bottle of the item from the cupboard and place the posi pourer on it. | | |

FOOD AND BEVERAGE

BAR BACK

Task 7: Maintenance of Bar Throughout Shift *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|--|--|---|
| 10) Replenish draft beer. | <ul style="list-style-type: none"> a) Disconnect empty container from the Co2 and the beer line. b) Remove empty can and place in storeroom or designated area. c) Replace with a full can of draft beer. | | |
| 11) Restock wine/ champagne. | <ul style="list-style-type: none"> a) Place empty bottles in the designated area. b) Retrieve a full bottle from the bar storeroom or cupboard. c) Place it on the shelf or in the beer cooler/ reach-in. | | |
| 12) Restock can/ bottle beer. | <ul style="list-style-type: none"> a) Observe the quantity of beer in the beer cooler/ reach-in. | <p><i>When there are less than a dozen beers in the cooler, replenish automatically.</i></p> | <p>Beer replenished based on volume of business and to company standard.</p> |

FOOD AND BEVERAGE

BAR BACK

Task 7: Maintenance of Bar Throughout Shift *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|---|--|-----------|
| 13) Restock mixes/ juices. | a) Check par stock for the following juices: <ul style="list-style-type: none"> • Pineapple • Orange • Lemon/Lime • Grapefruit • V8 • Cranberry • Beef Bouillon b) Bring juices up to par level by replenishing in accordance with hotel recipe standards. c) Place juices in beer cooler/ reach ins or on ice. | | |
| 14) Restock can sodas. | a) Check par stock. b) Bring sodas up to Par level by replenishing with sodas. | <i>A minimum of 6 of each type of soda should be maintained.</i> | |
| 15) Restock syrup. | a) Check weight by lifting the bag in the box. b) When the bag in the box is empty, disconnect the Co2 and syrup line. | | |

FOOD AND BEVERAGE

BAR BACK

Task 7: Maintenance of Bar Throughout Shift *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|-------|-----------|
| 16) Replenish product in frozen drink machine. | <ul style="list-style-type: none"> c) Remove empty bag from the box and place in the storeroom or designated area. d) Replace the bag with a full one. a) Inspect the gauge to determine the quantity level of frozen mix. <p style="text-align: center;">or</p> b) Manually lift the cover off the machine and look inside to verify the quantity level of frozen mix. c) When the quantity reaches the minimum level, based on operating standard, retrieve pre-mixed product from cooler and pour into frozen drink machine. | | |

FOOD AND BEVERAGE

BAR BACK

Task 7: Maintenance of Bar Throughout Shift *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------|--|-------|-----------|
| 17) Monitor Co2 supply. | a) Inspect the pressure gauge to determine whether there is sufficient supply of Co2. b) When the tank is empty, disconnect the Co2 gauge and line. c) Place empty tank in its designated area. d) Connect a full tank of Co2 to the line and pressure gauge. | | |
| 18) Mop spills from floor. | a) Collect cleaning equipment and supplies: <ul style="list-style-type: none"> • bucket/wringer • mop b) Fill bucket with warm water. c) Place mop in bucket and wring out excess water. d) Mop spill from floor. e) Rinse the mop in the bucket. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 7: Maintenance of Bar Throughout Shift (continued) | | | |
|--|---|--|------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 20) During busy periods: | <ul style="list-style-type: none"> f) Wring excess water from mop and dry the floor. g) Return cleaning supplies to the storage area. a) Assist the bartender with general duties as required, in accordance with the hotel's standards. | <p><i>Consult the Bartender when difficulties or problems arise.</i></p> | |

FOOD AND BEVERAGE

BAR BACK

| Task 8: 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. | | |
| 2) Clean shelves. | <p>a) Using a damp rag, wipe the sides, bottoms and tops of the shelves.</p> <p>b) Dry the shelves with a clean, dry cloth, or polish the shelves by spraying furniture polish on a clean cloth and wiping them.</p> | <p><i>Depending on the type of material, shelves should be polished or wiped with a damp cloth.</i></p> | Cleaned daily or as per hotel's standard. |
| 3) Clean cupboards. | <p>a) Wipe the interior of the cupboards with a damp cloth and cleaning chemical.</p> <p>b) Dry the cupboards with a dry cloth.</p> <p>c) Spray cupboards with insecticide.</p> | <p><i>Clean cupboards help to avoid roaches and other insects.</i></p> <p><i>Cupboards should be sprayed with insecticide once per week.</i></p> | |
| 4) Restock cupboards and shelves. | a) Return items to cupboards and shelves in proper order. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 9: Clean Glassware Manually | | | |
|---|---|---|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| <p>1) Prepare glassware for cleaning.</p> | <p>a) Empty contents of glass into sink or the garbage bin.</p> <p>b) Place glasses on top of sink counter near the 'wash station'.</p> <p>c) Fill wash sink with warm water and approved cleaning detergent.</p> <p>d) Fill rinse sink with clear warm water.</p> <p>e) Fill the third sink with water and the appropriate amount of sanitizing solution.</p> <p>f) Securely place the manual glass brush in the centre of the wash sink.</p> <p>g) Remove food particles such as cherries, oranges lemon, lime and olives from sink and dispose in garbage bin.</p> | <p><i>On some properties, glassware is cleaned in the kitchen using dish washing machine and not behind the bar.</i></p> <p><i>Contents are poured into the sink to avoid pouring liquids/ice into the garbage bin.</i></p> <p><i>Follow instructions carefully when using sanitizing solution.</i></p> | <p>Glasses cleaned throughout the shift and at the end of the shift.</p> |

FOOD AND BEVERAGE

BAR BACK

Task 9: 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 glasses before they are used again. If, however, the bar is slow, the barback 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

BAR BACK

| Task 9: Clean Glassware Manually <i>(continued)</i> | | | |
|--|--|--------------|------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 5) Polish glassware. | a) Refer to Task # 27. | | |
| 6) Store glassware. | a) Place glasses face down on plastic mesh on shelf or in the designated location. | | |

FOOD AND BEVERAGE

BAR BACK

Task 10: Clean Glassware Automatically

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|---|-----------|
| <p>1) Prepare glassware for cleaning.</p> | <p>a) Empty glassware of its contents in the 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> | |

FOOD AND BEVERAGE

BAR BACK

Task 10: Clean Glassware Automatically *(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 9 steps 1 - 4.</p> | | |

FOOD AND BEVERAGE

BAR BACK

| Task 11: Clean Ashtrays | | | |
|-----------------------------------|--|--------------|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare ashtrays for cleaning. | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> a) Wash ashtrays inside and outside with a bar rag. | | |
| 3) Rinse ashtrays. | <ul style="list-style-type: none"> a) Place ashtrays in rinse water and shake them to remove traces of detergent. | | |
| 4) Drain ashtrays. | <ul style="list-style-type: none"> a) Turn ashtrays face down on sink counter for 5 minutes allowing them to drain. | | |
| 5) Dry ashtrays. | <ul style="list-style-type: none"> a) Wipe the ashtrays with a dry cloth, removing water spots and smudges. | | Polished to a shine. |

FOOD AND BEVERAGE

BAR BACK

| Task 12: Clean Frozen Drink Machine | | | |
|--|---|--|------------------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| <p>1) Empty machine of contents.</p> | <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 liquid or product 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 it comes out in liquid form, completely empty it 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> |

FOOD AND BEVERAGE

BAR BACK

Task 12: Clean Frozen Drink Machine *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------|--|--|-----------|
| 2) Clean lid. | <ul style="list-style-type: none"> a) Remove the lid from the top of the machine and place it in the sink. b) Fill the sink with water and add specified cleaning chemicals. 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. | | |
| 3) Clean the machine. | <ul style="list-style-type: none"> 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 substances. | <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> | |

FOOD AND BEVERAGE

BAR BACK

Task 12: Clean Piña Colada Machine *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-----------------------------|--|---|-----------|
| 3) Repeat cleaning process. | <ul style="list-style-type: none"> e) Place containers under the nozzles of the machine. f) Press the levers in front of the machine, allowing the water to drain out. g) Turn machine off. a) Ensure that the machine is turned off. b) Mix another bucket of water and cleaning agent and pour into machine. 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. d) Wipe inside the container of the machine with a clean cloth. | <p><i>Leaving the machine running with no water may result in damage.</i></p> | |

FOOD AND BEVERAGE

BAR BACK

Task 12: Clean Piña Colada Machine *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------------------|--|-------|-----------|
| | <ul style="list-style-type: none"> e) Turn the machine to 'wash' position. f) Place container under the nozzles of the machine. g) Press the levers down allowing the water to drain from the machine. h) Fill the bucket with hot water and pour it into the machine. i) Turn machine to wash position. j) Empty water from machine as in step 4 b and c above. | | |
| <p>4) Disassemble machine.</p> | <ul style="list-style-type: none"> a) Remove the front facing, nozzles, screws, seals, drip container and blades located behind the front facing. Place them aside. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 12: Clean Piña Colada Machine (continued) | | | |
|---|--|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 6) Clean parts. | <ul style="list-style-type: none"> a) Fill sink with warm water, add special cleaning detergent and wash items listed in step 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. | | |
| 7) Clean the exterior of the machine. | <ul style="list-style-type: none"> 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. | <p><i>Cover the container immediately after it is cleaned to avoid dust and other particles from falling into it.</i></p> | |
| 8) Apply special gel around the screws and seals. | <ul style="list-style-type: none"> a) Place gel on tip of index finger and apply it to the seals and screws. | <p><i>Hands clean..</i></p> <p><i>Follow manufacturer's instructions.</i></p> <p><i>The gel lubricates the screws and seals and prevents them from freezing.</i></p> | |
| 9) Reassemble machine. | <ul style="list-style-type: none"> a) Return parts to their appropriate locations. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 13: 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 and take to kitchen for cleaning. | | <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 parts 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

BAR BACK

Task 13: Clean Popcorn Machine *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------------------|---|-------|-----------|
| <p>4) Reassemble popcorn machine.</p> | <p>b) Wash inside the popcorn holder machine with a bar rag.</p> <p>c) Rinse the popcorn holder with clear water and dry it with a clean cloth.</p> <p>d) Use a clean rag to dry interior of popcorn machine.</p> <p>e) Spray glass cleaner on the exterior of the machine and wipe with a clean cloth.</p> <p>f) Polish exterior and metal parts of machine with a dry cloth.</p> <p>a) Reassemble according to manufacturer's instructions.</p> | | |

FOOD AND BEVERAGE

BAR BACK

| Task 14: Clean Coffee Brewer | | | |
|--|---|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare coffee brewer for cleaning. | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> a) Scrub coffee decanter and filter holder with a coffee decanter brush. b) Rinse coffee decanter and filter holder. | <p><i>Use brush specifically designed for cleaning coffee decanter.</i></p> | |

FOOD AND BEVERAGE

BAR BACK

Task 14: 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 plate. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 15: Clean Ice Machine | | | |
|--------------------------------------|--|--|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare ice machine for cleaning. | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> 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 necessary.</i></p> | <p>Ice machine cleaned thoroughly every week.</p> <p>No rust, lime build up, odor, debris and broken glass ice machine.</p> |

FOOD AND BEVERAGE

BAR BACK

| Task 15: Clean Ice Machine (continued) | | | |
|---|---|--|-----------------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 3) Rinse the ice machine. | <ul style="list-style-type: none"> a) Empty wash water from bucket. b) Rinse the bucket and refill with warm water. c) Pour water into ice machine and thoroughly rinse, using a clean bar rag. d) Repeat Step 3 (c) above three times to ensure that ice machine is free from chemicals. | <p><i>As you rinse the machine, allow the water to run through the drain.</i></p> <p><i>Remove all traces of cleaning chemical to avoid ice contamination.</i></p> | |
| 4) Dry the ice machine. | <ul style="list-style-type: none"> a) Wipe out the interior (walls, panels and bottom of the ice machine) with a clean, dry bar rag. | | |
| 5) Put machine in service. | <ul style="list-style-type: none"> a) Turn on water. b) Turn on ice machine. | | |
| 6) Clean the exterior of the ice machine. | <ul style="list-style-type: none"> a) Wipe the exterior of the machine with a damp cloth. | | Polished to a shine. |

FOOD AND BEVERAGE

BAR BACK

| Task 16: Clean Beer Cooler/Reach-In | | | |
|---|--|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare beer cooler/reach-in for cleaning. | <ul style="list-style-type: none"> a) Remove items from cooler and place them on top of the bar counter. b) Remove portable parts (shelves, dividers, doors, etc.) from cooler and rest them on the bar sink counter. c) Fill a bucket with warm water and add cleaning chemical. | <i>Avoid spilling liquids, such as cream, juice, etc, in cooler.</i> | <p>Gloves worn.</p> <p>Free from odor, broken glass, lime, mold and mildew .</p> <p>Parts never placed on the floor.</p> <p>Correct cleaning solutions used.</p> |
| 2) Wash beer cooler/reach-in. | <ul style="list-style-type: none"> 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. | | Cleaned weekly. |
| 3) Rinse beer cooler. | <ul style="list-style-type: none"> a) Plug drain. b) Fill the extra bucket with warm water and sanitizing solutions and pour it into the cooler. | <p><i>If there is no plug, use a clean piece of bar rag.</i></p> <p><i>Not applicable for reach-ins.</i></p> | |

FOOD AND BEVERAGE

BAR BACK

Task 16: Clean Beer Cooler/Reach-In *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|--|-----------|
| | c) Using a clean bar rag, wipe out the cooler to remove all traces of cleaning solution. | <i>Discarded housekeeping towels may be used for cleaning.</i> | |
| 4) Rinse reach-in. | a) Fill a bucket with warm water and sanitizing rinse solution. b) Wipe down interior with a bar rag, using the bucket of clean water. | | |
| 5) Empty beer cooler. | a) Unplug the drain allowing the water to drain out. | | |
| 6) Dry the beer cooler. | a) Wipe the interior of the cooler with a clean, dry bar rag. | | |
| 7) Clean shelves, dividers and portable doors. | a) Rest shelves, dividers and doors inside the "wash" sink. b) Fill "wash" sink with water and appropriate amount of cleaning chemical. | | |

FOOD AND BEVERAGE

BAR BACK

Task 16: Clean Beer Cooler/Reach-In *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|---|---|-----------|
| | <p>c) Use a bar rag wash the shelves and dividers. Use a brush to remove hardened substances such as milk and juices.</p> <p>d) Drain water from sink and fill the sink with clean water.</p> <p>e) Wipe all traces of detergent from the shelves and dividers.</p> | <p><i>If two sinks are available, use one to wash and the other to rinse.</i></p> | |
| <p>8) Dry the shelves/dividers/portable doors.</p> | <p>a) Wipe the shelves/dividers and portable doors with a dry cloth.</p> | | |
| <p>9) Return shelves/dividers and portable doors.</p> | <p>a) Place shelves and dividers in their appropriate position in the beer cooler/reach-in.</p> | | |
| <p>10) Return items to cooler.</p> | <p>b) Slide portable doors in the grooves.</p> <p>a) Return items that were placed on the counter top to the beer cooler/reach-in.</p> | | |

FOOD AND BEVERAGE

BAR BACK

Task 16: Clean Beer Cooler/Reach-In *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--|--|-------|-----------|
| 11) Wipe the exterior of the beer cooler/reach-in. | a) Spray the approved chemical on a cloth and wipe the exterior of the beer cooler/reach-in. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 17: Clean Ice Caddy | | | |
|------------------------------------|--|---------------------|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare ice caddy for cleaning. | <ul style="list-style-type: none"> a) Collect cleaning supplies. b) Roll ice caddy and cleaning supplies to hotel's designated cleaning 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. | <ul style="list-style-type: none"> 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 odor, lime buildup, debris or broken glass. |
| 3) Empty water from caddy. | <ul style="list-style-type: none"> a) Unscrew the faucet at the bottom of the caddy allowing the water to drain out. | | |

FOOD AND BEVERAGE

BAR BACK

Task 17: Clean Ice Caddy (*continued*)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---|--|---|---|
| 4) Rinse ice 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. | 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. | <i>Use stainless steel cleaner on stainless steel caddies only.</i> | Polish never placed on interior of caddy. Stainless steel caddy polished to a shine. |
| 6) Return ice caddy, cleaning chemical and supplies to bar station. | a) Roll ice caddy and cleaning supplies to designated areas. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 18: Clean Bar Accessories | | | |
|--------------------------------------|---|---|-----------------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare to clean bar accessories. | a) Fill the wash and rinse sinks with water. b) Add cleaning detergent to 'wash' water. c) Place the items in the 'wash' sink and allow them to soak for approximately 5 minutes. | <i>Bar accessories include:</i> <ul style="list-style-type: none"> • condiments caddies • carving knives • bar spoons • tea spoons • cocktail shaker • strainers • shot glass/jiggers • sugar and salt rimmers. • ice scoop • ice tong • cutting board • serve master • bar mat. | Use correct cleaning agent. |
| 2) Wash bar accessories. | a) Wash the items with a bar rag. Use a brush if necessary on items, such as the cutting board, to remove food particles. | <i>Wash and rinse water must be changed regularly (when the wash water begins to change colour.)</i> | |
| 3) Rinse bar accessories. | a) Rinse the items in the rinse sink. b) Rest items on the bar sink top allowing them to drain for five minutes. | <i>Sink must always be clean.</i> | |
| 4) Polish/store bar accessories. | a) Dry and polish the accessories with a clean, dry bar rag. b) Store accessories in their appropriate locations. | | |

Comment [VC1]:

FOOD AND BEVERAGE

BAR BACK

| Task 19: 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 discard ice in garbage bin. | <i>Discarded ice not to be reused.</i> | |
| 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> <i>Use amount as per manufacturer instructions.</i> | Sink is cleaned after each shift. Sink free of odours, mildew and debris. |
| 3) Wash sinks. | a) Wash the sinks with a clean bar rag. b) Scrub the faucet with an approved scrub brush. c) Drain water from sink. | | Water never left standing in sink. |
| 4) Rinse and dry sinks. | a) Rinse the sinks with clear water from the faucet. b) Dry the sink with a clean, dry cloth. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 19: Clean Bar Sinks (continued) | | | |
|--|---|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 5) Clean the surface of the bar sink. | <ul style="list-style-type: none"> a) Wipe the sink surface with a damp cloth and cleaning chemical. b) Dry the sink surface with a clean, dry cloth. | | |
| 6) Clean remaining sections of bar sink. | <ul style="list-style-type: none"> a) Pour warm water into the wash sink. b) Add cleaning chemical. c) Use a stiff brush to remove lime, mold and mildew buildup. d) Wash the surrounding sinks and compartments with a bar rag. e) Dry surfaces with a clean cloth. | <p><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></p> | |

FOOD AND BEVERAGE

BAR BACK

| Task 20: Clean Blenders | | | |
|---------------------------------|--|--------------|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare to clean blenders. | <ul style="list-style-type: none"> 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. e) Place the cup and parts into the sink, allowing them to soak for 5 minutes. | | No smudges, spills and leftovers. |
| 2) Wash blender and cup parts. | <ul style="list-style-type: none"> 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). | | |
| 3) Rinse blender cup and parts. | <ul style="list-style-type: none"> a) Fill the rinse sink with clear, warm water and rinse cup and parts. b) Place cup and parts on bar sink top, allowing them to drain for 5 minutes. | | |

FOOD AND BEVERAGE

BAR BACK

Task 20: Clean Blenders *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------------------------------|---|-------|-------------------------------------|
| 4) Dry blender cup and parts. | a) Dry the cup and parts with a clean bar towel. | | |
| 5) Clean blender base. | a) Wipe the exterior of the base with a damp cloth and cleaning detergent. | | No buildup on blender base . |
| 6) Reassemble blender. | a) Reassemble the cup and parts and place it on the motor. b) Place the blender in its appropriate location. | | Blender functions properly. |

FOOD AND BEVERAGE

BAR BACK

| Task 21: 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 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. | <p><i>If there are no extra bottles select a suitable container from the kitchen.</i></p> <p><i>Place cover on bottle before shaking.</i></p> <p><i>If the bottle is not clean, repeat the above cleaning procedure.</i></p> | <p>No smudges.</p> <p>Special cleaning agent used to clean bottles.</p> <p>Bottle mouth and cap are kept clean.</p> |
| 2) Pour juice in mixer bottle. | a) If the mixed juice was poured into a substitute container from the kitchen, pour it back into the cleaned bottle. | <p><i>Bottles should be replaced when stained.</i></p> | |

FOOD AND BEVERAGE

BAR BACK

Task 21: Clean Mixer Bottle/Decanter *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|--------------------|---|---|---|
| 3) Clean decanter. | <ul style="list-style-type: none"> a) Pour contents from decanter into a clean empty decanter and place it in the cooler. b) Disassemble the decanter parts: (the neck and pourer can be separated. c) Place the decanter in the sink and fill it with warm water and special cleaning agent. d) Using a bar rag clean around the mouth (inside and out) of the decanter. e) Use a long slim brush to clean the neck and pourer. | <p><i>Pouring drinks into unclean bottles can contaminate the entire drink and cause guest to get sick.</i></p> <p><i>If there are no extra decanters, select a suitable container from the kitchen.</i></p> <p><i>Ensure that the entire bottle cover and the mouth of the bottle are properly cleaned .</i></p> | <p>Avoid contamination of new mixes.</p> |
| 4) Rinse decanter. | <ul style="list-style-type: none"> a) Rinse the decanter and parts with warm water. b) Place parts on bar sink counter allowing them to drain for 5 minutes. | | <p>Bottle mouth and cap kept clean.</p> |

FOOD AND BEVERAGE

BAR BACK

Task 21: Clean Mixer Bottle/Decanter *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------------------------|---|---|---|
| <p>4) Pour juice/mix in decanter.</p> | <p>a) If the juice/mix was poured into a substitute container from the kitchen, pour it back into the decanter you cleaned in Step # 3, and return the substitute container to the kitchen.</p> <p>b) Pour juices/mixes using a funnel.</p> | <p><i>The funnel avoids spillage and waste.</i></p> | <p>Bottle mouth and cap kept clean at all times.</p> |

FOOD AND BEVERAGE

BAR BACK

| Task 22: Clean Measuring Pourers | | | |
|----------------------------------|---|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean pourers. | <p>a) Fill sink with 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><i>If the pourer malfunctions, discard it.</i></p> | <p>No cleaning chemical.</p> <p>Cleaned every other day.</p> |

FOOD AND BEVERAGE

BAR BACK

| Task 23: Clean Champagne/Wine Bucket and Stand | | | |
|---|---|--|-----------------------------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean champagne/wine bucket and stand. | <ul style="list-style-type: none"> a) Take bucket and stand into kitchen area. b) Fill sink with water and add approved cleaning chemical. c) Place bucket and stand in sink and wash with a bar rag. d) Clean the corners, grooves and base of the bucket and stand with a scrub brush. e) Rinse the bucket and stand and dry with a dry cloth. f) Return bucket and stand to the bar. | | Cleaned weekly. |
| 2) Polish champagne/wine bucket and stand. | <ul style="list-style-type: none"> a) Apply approved polish to a clean dry cloth. b) Apply a thin coat of the polish to the exterior of the bucket and stand. c) Let the polish stand for 2 minutes. | <i>Stand and bucket must be properly dried before polishing.</i> | Polished to a shine. |

FOOD AND BEVERAGE

BAR BACK

Task 23: Clean Champagne/Wine Bucket and Stand

(continued)

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|--|-------|-----------|
| | <p>d) Wipe the polish off the bucket and stand with a clean dry cloth.</p> | | |

FOOD AND BEVERAGE

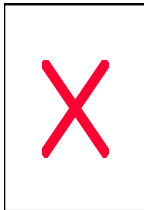
BAR BACK

| Task 24: Clean Bar Mat and Mesh | | | |
|---------------------------------|---|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean bar mats and mesh. | <ul style="list-style-type: none"> 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 and mesh with a brush making sure to clean inside the grooves. d) Rinse the mat and mesh in the rinse sink with warm water. e) Turn bar mat down on sink counter allowing it to drain. f) Place mat and mesh in appropriate location when dry. | <p><i>Soaking the bar mat will allow dry liquid to soften.</i></p> | |

FOOD AND BEVERAGE

BAR BACK

| Task 25: Clean the Wine Cellar | | | |
|--------------------------------|--|---|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Clean shelves. | a) Remove bottles from shelves and place them on the bar counter or pack them in boxes. b) Fill a bucket with water and add cleaning chemical. c) Wipe shelves with a damp cloth. | | |
| 2) Clean ceiling and walls. | a) Wipe ceiling and walls with a damp cloth. | | |
| 3) 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> | |
| 4) Mop the 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. | <i>Be sure to mop under the sink, beer cooler and other equipment that do not rest flat on the floor.</i> | |



FOOD AND BEVERAGE

BAR BACK

| Task 25: Clean the Wine Cellar <i>(continued)</i> | | | |
|---|--|--|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | <ul style="list-style-type: none"> d) Mop floor from one end of the bar to the other. e) Rinse the mop in the bucket. f) Wring excess water from the mop and dry the floor. | <p><i>Cleaning underneath the sink, cupboards and bar equipment helps to avoid foul odors.</i></p> | <p>Free from dust and smudges.</p> |
| 5) Clean wine bottles. | <ul style="list-style-type: none"> a) Wipe bottles using a clean, damp cloth. | | |
| 6) Return wine bottles to the shelves. | <ul style="list-style-type: none"> a) Neatly arrange wine bottles on the shelves in name brand order. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 26: Clean Floor Mat | | | |
|------------------------------|---|--|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Prepare mat for cleaning. | <ul style="list-style-type: none"> a) Place mat on trolley and take to the designated cleaning area. b) Lay mat flat on the pavement. c) Wet the mat using a water hose. | <p><i>Wear water boots if provided.</i></p> | |
| 2) Clean floor mat. | <ul style="list-style-type: none"> 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. | <p><i>Depending on the size of the mat, you may have to stand on it.</i></p> | |
| 3) Steam down mat. | <ul style="list-style-type: none"> 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. | <p><i>The steam gun will remove the dirt and grime caught in the grooves of the mat.</i></p> | |

FOOD AND BEVERAGE

BAR BACK


Task 26: Clean Floor Mat (continued)

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

FOOD AND BEVERAGE

BAR BACK

Task 27: Empty and Clean Garbage Bin

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

FOOD AND BEVERAGE

BAR BACK

Task 27: Empty and Clean Garbage Bin *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|-------|---|--|----------------------------|
| | <ul style="list-style-type: none"> b) Retrieve a long handled brush from the storage area or a heavy duty scouring pad, and scrub inside the bin. c) Using the wash water inside the bin, scrub the exterior of the bin with a heavy duty scouring pad. Using chemical on the exterior of the bin, scrub all sides with a scrub brush. d) Rinse the bin inside and outside with the water hose. e) Turn the bin down allowing it to drain. f) Dry the bin with a dry cloth. g) Return the bin to the bar. h) Place a new liner in the bin. | <p><i>If the bin is extremely dirty, use a pressure hose when rinsing.</i></p> | <p>Gloves worn.</p> |

FOOD AND BEVERAGE

BAR BACK

| Task 28: 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. | <i>Be sure to mop under the sink, beer cooler and other equipment that do not rest flat on the floor.</i> | |

FOOD AND BEVERAGE

BAR BACK

| Task 28: Clean Floor <i>(continued)</i> | | | |
|---|--|---|-----------|
| 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 odors.</i> | |
| 3) Return cleaning supplies. | a) Place cleaning supplies in storage area. | | |
| 4) Return bar mat to floor. | a) Retrieve bar mat from designated area, using a trolley. | | |
| | b) Place bar mat on the floor. | | |

FOOD AND BEVERAGE

BAR BACK

| Task 29: Polish Glasses | | | |
|--------------------------------|--|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Polish glasses. | <p>a) Place a cloth in the left hand allowing the cloth to cover 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, allowing 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 clockwise 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>Discarded 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> |
| 2) Polish a deep glass. | <p>a) Hold glass in left hand in the cloth.</p> <p>b) Place cloth into glass with the right hand.</p> | | <p>Polished to a shine.</p> |

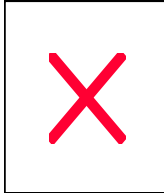
FOOD AND BEVERAGE

BAR BACK

| Task 29: Polish Glasses <i>(continued)</i> | | | |
|--|--|-------|-----------|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| | <p>c) Gently press and spin packed cloth in the glass with the right hand, clockwise or counter-clockwise.</p> | | |

FOOD AND BEVERAGE

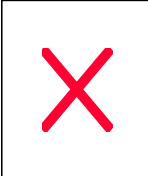
BAR BACK

| Task 30: Telephone Answering Skills | | | |
|--|---|--|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Answer the telephone. | <ul style="list-style-type: none"> a) Respond using the correct salutation e.g.: Good afternoon, Casino Bar, Rudy speaking, how may I help you? b) Speak clearly and use proper grammar. c) Control volume. d) Listen attentively without interrupting. | <p><i>Smile through your voice.</i></p> <div style="border: 1px solid black; width: 100px; height: 100px; margin: 10px auto; display: flex; align-items: center; justify-content: center;">  </div> | <p>Telephone answered within three rings.</p> <p>Telephone voice is clear with correct intonation, proper grammar and speed.</p> |
| 2) Placing a call on hold. | <ul style="list-style-type: none"> a) Ask caller's permission before placing call on hold, e.g. "May I ask you to hold, please?" b) Wait for a response. | | <p>Caller's permission obtained before being placed on hold.</p> |
| 3) Transfer a call. | <ul style="list-style-type: none"> a) Before transferring a call, inform the caller of the call being transferred. b) Connect call to requested area or person. | | |

FOOD AND BEVERAGE

BAR BACK

Task 30: Telephone Answering Skills *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|------------------|---|---|---|
| 5) Take message. | a) Collect note pad and pen. b) Take the following information. E.g. <ul style="list-style-type: none"> • First and last name. • Phone number. • Time and date. • The person's request. • The message. • Sign message. |  | <p>No personal calls.</p> <p>Message written .</p> <p>Message delivered.</p> |


FOOD AND BEVERAGE

BAR BACK

| Task 31: Guest Relation Skills | | | |
|---------------------------------------|--|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Greet guest. | a) Stand within close proximity 2-3 feet of guest. b) Make eye contact and smile. c) Greet guest with appropriate salutation. E.g. <ul style="list-style-type: none"> • Good morning • Good afternoon • How are you? • Are you enjoying your stay? | | Every guest greeted by bar back. Voice clear. No slang used. Guest feels pampered and welcome. Use guest name if known. Correct posture maintained. Stand within two-three feet of guest. |
| 2) Listen to guest response. | a) Continue conversation with guest if they are interested in conversing. b) Remain positive, never impatient, and be attentive to guest at all times. c) Anticipate and exceed guest's needs. | <i>Maintain a friendly "on stage" attitude.</i> | Do not yell from the other end of the bar or across the room. |



FOOD AND BEVERAGE

BAR BACK

| Task 32: Complaint Handling Skills | | | |
|--|---|--|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| <p>1) All guest complaints must be handled in a professional manner.</p> | <p>a) Do not argue with guest.</p> <p>b) First listen to guest's complaint and do not interrupt.</p> <p>c) Thank the guest for bringing the problem to your attention.</p> <p>d) Apologize to them.</p> <p>e) Agree to a feasible solution.</p> <p>f) Act on the solution.</p> <p>g) Follow-up to ensure total guest satisfaction.</p> <p>h) Notify your manager of all complaints.</p> | <p><i>Do not disagree/ agree with guest, remain neutral.</i></p> <p><i>Do not cast blame on other individuals/ departments.</i></p> <p><i>Be sincere and always maintain eye contact.</i></p> <p><i>Continually inform guest on the status of the complaint.</i></p> | <p>When presented with a complaint, own the complaint.</p> <div style="border: 1px solid black; width: 100px; height: 50px; margin: 10px auto; text-align: center; line-height: 50px;">  </div> <p>All complaints handled in a courteous and professional manner.</p> <p>Complimentary drinks are to be on separate checks and authorized by manager.</p> <p>Notify manager of all complaints.</p> <p>Guest complaints resolved to guest's satisfaction.</p> |

FOOD AND BEVERAGE

BAR BACK

| Task 33: Emergency Procedures | | | |
|---|---|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Company's Emergency Procedures. | a) Attend all emergency meetings and seminars sponsored by the hotel. b) Read the emergency Procedure Manual.  | <i>Be aware of all Emergency Procedures.</i> | Mandatory attendance of all emergency meetings. |
| 2) Memorize the location of fire equipment on property. | a) Know how to use the Emergency Equipment: <ul style="list-style-type: none"> • fire alarm • fire exit • fire extinguisher • first aid kit b) Contact the appropriate person in case of any emergency. | <i>Be knowledgeable of the location of the nearest fire exit, fire extinguisher and first aid kit.</i>  | |

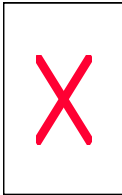
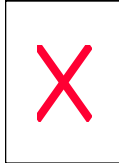
FOOD AND BEVERAGE

BAR BACK

| Task 34: Check Out with Manager | | | |
|--|--|--------------|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Check out with manager. | <ul style="list-style-type: none"> a) When all sidework and assignments are completed, check with the manager for permission to leave. b) Check with manager to leave work area anytime. c) Sign out and punch out when manager approves. d) Sign out for yourself only at the actual time of departure. | | <p>All bar backs to check with manager before leaving floor.</p> <p>All sidework and assignments completed prior to signing out.</p> <p>Ensure that the manager clocks out each barback.</p> |

FOOD AND BEVERAGE


BAR BACK

| Task 35: Sign Out/Clock Out | | | |
|-----------------------------|---|---|--|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Sign out. | a) Sign next to your name on the attendance sheet in the 'Sign-Out' column. b) Write the time of day next to your signature. | If a pencil is used it can be erased. | Pen used.  |
| 2) Return keys | a) Return keys to the designated area. b) Sign in keys in the appropriate log book. |  | The closing bartender/bar back is responsible for returning the keys. |
| 3) Clock out | a) Upon departure From the property, clock out at security and/or appropriate department. | | Never clock out for another person. |

FOOD AND BEVERAGE

BAR BACK

Task 36: Telephone Answering Skills

| STEPS | HOW TO'S | HINTS | STANDARDS |
|----------------------------|--|--|---|
| 1) Answer the telephone. | a) Respond using the correct salutation E.g.: Good morning, afternoon, evening, Sports Bar Raymond speaking, how may I help you? b) Speak clearly and use proper grammar. c) Control volume. d) Listen attentively without interrupting. | Smile through your voice.  | Telephone answered within three rings. Telephone voice is clear with correct intonation, proper grammar and speed. |
| 2) Placing a call on hold. | a) Ask caller's permission before placing call on hold, e.g. "May I ask you to hold please?" b) Wait for a response. | | Caller's permission obtained before being placed on hold. |
| 3) Transfer a call. | a) Before transferring a call, inform the caller of the call being transferred. | | |

FOOD AND BEVERAGE

BAR BACK

Task 36: Telephone Answering Skills *(continued)*

| STEPS | HOW TO'S | HINTS | STANDARDS |
|---------------------|--|-------|--|
| 4) Take message. | a) Collect note pad and pen. b) Take the following information. E.g. <ul style="list-style-type: none"> • First and last name. • Phone number • Time and date. • The person's request. • Sign the message. | | No personal calls. Message written. |
| 3) Transfer a call. | | | |

FOOD AND BEVERAGE

BAR BACK

| Task 37: Guest Relation Skills | | | |
|---------------------------------------|---|---|---|
| STEPS | HOW TO'S | HINTS | STANDARDS |
| 1) Greet guest. | a) Stand within close proximity of guest (2-3 feet). b) Make eye contact and smile. c) Greet guest with the appropriate salutation. E.g. <ul style="list-style-type: none"> • Good morning • Good afternoon • How are you? • Are you enjoying your stay? | | Every guest greeted by bar back. Voice clear. No slang. Guest feels pampered and welcome. Use guest name if known. Correct posture maintained. Stand within three feet of guest. |
| 2) Listen to guest's response. | a) Continue conversation with guest if they are interested in conversing. b) Remain positive, never impatient, and be attentive to guest at all times. | <i>Maintain a friendly "on stage" attitude.</i> | |
| 3) Transfer a call. | c) Anticipate and exceed guest needs. | | |

FOOD AND BEVERAGE

BAR BACK

