



FOOD AND BEVERAGE

SERVI BAR SUPERVISOR

Task 1: Clock In/Sign In/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>B e punctual always.</i></p> 	<p>Report for duty at least 30 minutes before shift begins.</p> <p>Enter through the designated area.</p>
2) Collect keys.	a) Sign for assigned keys in the designated area.		<p>Only servi-bar related keys collected.</p>
3) Sign in.	<p>a) Sign your name on attendance record.</p> 	<p><i>If a pencil is used, it can be erased.</i></p>	<p>Keys properly secured.</p> <p>Pen used and photo identification card displayed.</p>

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Task 2: Collect In House Guest & Room Status Report			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect reports	<ul style="list-style-type: none">a) Proceed to the front office and request the current days report from the supervisor.b) Check the report to ensure that it is correct.c) If there are any last minute amendments correct the report.		<p>Current report collected.</p> <p>Reports checked before leaving the front office.</p>

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Task 3: Prepare and Distribute Servi Bar Room/Section

Assignment Sheets

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Complete Room/Section Assignment Sheet.</p>	<p>a) Retrieve blank Room/Section Assignment Sheets from Servi Bar office.</p> <p>b) Fill in the appropriate information:</p> <ul style="list-style-type: none"> • name • day/date • room /section assigned. • Status of rooms in applicable section, e.g. <ul style="list-style-type: none"> • checkouts • occupied • vacant • out of order • Other miscellaneous information e.g. <ul style="list-style-type: none"> • out of stock items • out of order bars • discrepancy bars • maintenance requirements 	<p><i>Double check information written on assignments.</i></p>	<p>Black or Blue ink pen used.</p> <p>One assignment sheet completed for each Servi Bar Attendant</p> <p>Accurate information on Assignment Sheets.</p> <p>Assignment sheets completed prior to the arrival of Servi Bar Attendants.</p>

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Task 3: Prepare and Distribute Servi Bar Room /Section

Assignment Sheets (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
2) Distribute Room/Section Assignment Sheets.	a) Give each Servi Bar Attendant his/her assignment sheets upon arrival.	<i>Ensure that assignment sheets are distributed to the appropriate persons.</i>	Assignment sheets distributed promptly.

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Task 4: Sign In & Issue Keys to Attendants

STEPS	HOW TO'S	HINTS	STANDARDS
1) Sign in Servi Bar Attendants	a) As Servi Bar Attendants arrive, ensure that they sign in the appropriate book/sheet.	<i>Keys never transferred during shift.</i>	Room & Servi Bar keys issued.
2) Issue Keys	a) Give Servi Bar Attendants keys for their assigned sections.		Keys issued in good working condition.

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Task 5: Attend Roll Call And Briefing Meeting			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Inspection of uniform and personal hygiene.	a) Form a line		

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Task 5: Post Bar Check From Check-Out Rooms			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Receive & Validate Checks.</p> <p>2) Posting of checks to guests' accounts.</p>	<p>a) Receive checks from attendants.</p> <p>b) Validate checks against master in-house guest report.</p> <p>a) Go to point of sales and post checks to guest's accounts where applicable.</p> <p>b) Log into computer system.</p> <p>c) Bring up required room number on screen.</p> <p>d) Confirm guest name in the screen account vs. the name on the servi bar attendant's bill.</p> <p>e) Post an open check to guest room and itemize all items on bill.</p> <p>f) Log out of room account and proceed to the next account for posting charges.</p> <p>g) Stamp all posted checks to ensure that double entry posting does not occur.</p>		<p>All bills posted to the correct account.</p> <p>Only items on bill posted to guest account.</p> <p>All posted checks stamped.</p>

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Task 5: Post Bar Check From Check Out Room (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Deliver checks to the front desk.	a) Take all posted and unposted checks to the front desk for posting to guests' folio.		
4) Manual checks for early check out rooms.	a) Print guests' name on manual checks that cannot be posted in the system. b) Give the manual checks to front desk staff for processing.		

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Task 6: Inspect Servi Bar Carts			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Check Servi Cart stock levels.	a) Check servi bar carts stock levels vs. inventory control sheet. physically count each food & beverage item stacked on the cart b) Verify with par level amount on the inventory control sheet.		Attendants present during inventory count. All carts must be at par level prior to service.

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Task 7: Random Check Of Servi Bar Service During Shift			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Select a section/floor.	<ul style="list-style-type: none"> a) Select floor/sections for random inspection. Give priority to floors/sections that experience high discrepancy rates. b) Proceed to these areas unannounced. 		Random inspections conducted daily.
2) Observe, monitor service on floor/section.	<ul style="list-style-type: none"> a) Observe, and record activities on the selected floor/section. b) Assess and analyze conditions and or activities that are contrary to the hotel standards. c) Advise the servi bar attendant and ensure that hotel procedures are being followed. d) Ascertain whether servi bar attendant is experiencing any difficulties during service. 		All findings documented.

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Task 8: Investigate and Research Disputed Charge			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Obtain the disputed charges.	a) Obtain the disputed charges: <ul style="list-style-type: none"> • form the servi bar attendant. ◆ via the front desk before or after the guest's departure. ◆ Directly from the guest. 		
2) Research disputed charges.	a) Thoroughly review the disputed charges and take appropriate action, e.g. <p style="text-align: center;">Retrieve the following documents:</p> <p style="text-align: center;">actual check from the front desk</p> <ul style="list-style-type: none"> ◆ in house guest report of the day in question from the servi-bar office. ◆ room transfer report from the front desk. ◆ section assignment sheet for the day in question. 	<p><i>Charges may be given In writing or verbally.</i></p> <p><i>Do not question guest for minor discrepancies.</i></p>	

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Task 8: Investigate & Research Disputed Charges (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Take corrective action.	a) Compare the above reports to ascertain specific details regarding the guest's stay and to verify what items were actually in the servi bar. a) Based on the nature of the complaint and the findings of the investigation, take appropriate action according to hotel policies & procedures.		

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Task 9: Make Up Requisition To Replenish Servi Bar			
Store Room			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Complete requisition form.	<ul style="list-style-type: none">a) Retrieve requisition form and stock list from Servibar Office.b) Compare physical inventory with par stock form in order to determine items to be requisitioned.c) Complete requisition form to bring items up to par level.d) Give completed requisition form to Servibar Attendant.		Requisition done daily. Items never less than 50% below par.

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Task 10: Review Menu Items Sales Report/Mix

STEPS	HOW TO'S	HINTS	STANDARDS
1) Review Menu Item sales report.	a) Collect report from the accounts department. b) Review the report noting the volume of sales of each item and the percentage of the total revenue they represent.		Report reviewed daily.

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Task 11: Hold Regular Meeting With Front Office Manager			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Meet with Front Office.</p>	<p>a) Make a point to meet with front desk manager.</p> <p>b) Review operational problems as they relate to Servi Bar performance, posting of bills and payments.</p> <p>c) Take corrective measures to improve existing systems.</p>	<p><i>Foster a good relationship between the two departments.</i></p>	<p>Meeting held no less than twice a month (every two weeks).</p> <p>Ownership of all problems accepted by either the front desk manager or servi bar manager.</p>

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Task 12: Collect And Post Guest Check From Servi Bar			
Attendants (continued)			
STEPS	HOW TO'S	HINTS	STANDARDS
3) Deliver checks to front desk.	a) Take all posted and unposted checks to the front desk for posting to guest's folio.		

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Task 13: Review Section/Floor Assignments Sheets & Servi Cart Inventory Sheet			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Review floor assignment and cart inventory sheets.	<ul style="list-style-type: none">a) At the end of the shift review Section/Floor Assignment Sheet and inventory sheet from servi bar Attendant.b) Review the assignment sheets to:<ul style="list-style-type: none">i) Ensure that all assigned room were serviced.c) Determine whether servi bars require servicing by the Engineering Department.d) Review the Servi Cart Inventory Sheet to determine total items versus balance of items on cart.		

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Task 14: Coordinate and Supervise Deep Cleaning of Servi Carts, Bars & Storeroom			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Inspect Servi Carts/Bars and Store room.</p> <p>2) Coordinate cleaning tasks.</p>	<p>a) Inspect the carts/bars and storeroom to determine level of cleaning necessary.</p> <p>b) Schedule a day for deep cleaning.</p> <p>c) Roster a servi bar Attendant for deep cleaning tasks.</p>	<p><i>Deep cleaning should be done on a slow day.</i></p>	<p>Deep cleaning done once a month.</p> <p>Sufficient staff roistered in order for deep cleaning tasks to be completed according to schedule.</p>

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Task 15: Telephone Answering Skills			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Answer the telephone.	a) Respond using the correct salutation E.g.: Good afternoon, Servi Bar Office Rudy speaking how may I help you? b) Speak clearly and use proper grammar. c) Control volume. d) Listen attentively without interrupting.	<i>Smile through your voice.</i>	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. b) Connect the call to requested area or person.		

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Task 15: Telephone Answering Skills (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Take message.	a) Collect notepad and pen. b) Take the following information. E.g. • First and last name. • Phone number. • Time and date. • The person's request. • The messages. • Sign messages.		No personal calls. Message written.

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Task 16: Guest Relation Skills			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Greet guest.</p>	<p>a) Stand within close proximity of guest.</p> <p>b) Make eye contact and smile.</p> <p>c) Greet guest with appropriate salutation. E.g.</p> <ul style="list-style-type: none"> • Good morning • Good afternoon • How are you? • Are you enjoying your stay? 		<p>Every guest greeted by bartender.</p> <p>Speak clearly and no slang.</p> <p>Guest feels pampered and welcome.</p> <p>Use guest name if known.</p> <p>Correct posture maintainer.</p> <p>Stand within three feet of guest.</p>
<p>2) Listen to guest response.</p>	<p>a) Continue conversation with guest if they are interested in conversing.</p> <p>b) Remain positive, never impatient, and be attentive to guest at all times.</p> <p>c) Anticipate and exceed guest's needs.</p>	<p><i>Maintain a friendly "on stage" attitude.</i></p>	

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Task 17: 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 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 feasible solution.</p> <p>f) Act on the solution.</p> <p>g) Follow-up to ensure total guest satisfaction.</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 statue of the complaint.</i></p>	<p>When presented with a complaint, own the complaint.</p> <p>All complaints handled in a courteous manner.</p> <p>Guest complaints resolve to guest's satisfaction.</p>

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Task 18: Departure of Guest			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Depart guest.	a) As the guests are leaving, thank them and invite them back. b) Address guest by name, if known.		All guests thanked and departed upon leaving. Eye contact maintained. Guest given full attention.

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Task 19: Secure Servi Bar			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Store all Food & Beverage items. 2) Lock cabinets.	a) Store items in designated areas. a) Lock the following securely: <ul style="list-style-type: none">• cabinets• coolers		All items secured . No cabinets left unsecured.

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Task 20: Receive Keys From Attendants And Sign Attendants			
Out			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect keys from attendants.	a) Ensure that all keys are collected from each attendant prior to their departure.		
2) Sign out all Servi Bar attendants.	a) Ensure that all attendants sign out at the end of the shift, prior to clocking out.		Each employee signs out their employee.
3) Security of keys.	a) Ensure that all keys are accounted for. b) Floor section keys are to be locked in the appropriate place in the Servi Bar office.		Use a pen.

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Task 21: Return Of Keys			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Return keys.	a) Take office and storeroom keys and sign them in the security log book.		

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Task 22: Sign Out/Clock Out			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Sign out.	<ul style="list-style-type: none"> a) Sign next to your name on the attendance sheet. b) Write the time of day next to your signature. 	<i>If a pencil is used it can be erased.</i>	Pen used.
2) Return keys.	<ul style="list-style-type: none"> a) Return keys to the designated area. b) Sign in keys in the appropriate log book. 		Each employee clocks out for himself and no other employee.
3) Clock out.	<ul style="list-style-type: none"> a) Upon departure from the property, clock out at security and/or appropriate department. 		