

MAINTAINING QUALITY

Guests just want to come to our restaurant, have a delicious meal, and receive great service. You are key to making that happen because you are vital to maintaining the quality of each customer's dining experience.

Below are some strategies you should remember that will help you to provide exceptional service and food to all of our guests.

- Check back periodically – As a bartender, your chief responsibility is the comfort and satisfaction of your customers so don't let them sit for long without checking in on them. After serving the first round of drinks, try to keep an eye on the table to see when the guests may be ready to place another order.
- Check the cleanliness of all glasses before using them. - Nothing turns a guest off more than dirty glasses. Before you take drinks to a table, make sure everything is clean and presentable.
- Deal with problems promptly – If the guests have a problem with the drink, don't wait to act. Apologize for the inconvenience, remove the drink immediately, and send the manager to the table.
- Stay organized – When the restaurant is busy, it can be easy to become overwhelmed and that's when our guests' experience is likely to suffer the most. Try to be organized and have a plan for juggling multiple customers. You'll learn some strategies from our experienced bartenders (and you may have some of

drink 2) To add an extra flavor to the drink. Below are some guidelines to follow when preparing, storing, or using garnishes.

- Use the specific garnishes assigned by the recipe UNLESS another garnish is requested by the customer
- Store olives, onions, and cherries in their juices
- Store celery in water
- Stock garnishes at the bar for no longer than two hours at a time to make sure all garnishes are fresh
- Wash garnishes in cold water before cutting
- Use a clean knife and cutting board to prepare garnishes
- Make sure no extra garnishes have been stored from the night before instead of immediately begin to prepare a new batch of garnishes

Using Ice

Ice is going to be an important ingredient in most of the drinks you make. Nearly 90% of all drink recipes to call for ice and that's not including orders for drinks "on the rocks." However, it's easy to forget that ice needs to be handled as carefully as any other type of food/drink ingredient. Remember as that ice melts it will be consumed by the guests. Below are some guidelines to help you correctly handle ice as part of your job.

- Use scoop to retrieve ice
- Ensure ice is clean, hard, and cold
- Use fresh ice for every drink

- Pack glasses with ice before adding ingredients unless otherwise specified by the recipe you are using
- Do NOT keep glasses in ice – the cold temperature can cause the glasses to break which can be a danger to our staff and customers

Glassware

Most recipes do specify glassware for the different drinks. When glassware is specified, you must use what is ordered in the recipe. Doing otherwise may affect the quality of the drink.

Some recipes will call for pre-chilled or pre-heated glassware. To pre-chill a glass, fill it with ice and selzer water. To pre-heat a glass, fill it with hot water. When either glass reaches the desired temperature, discard of the water/ice and pour in the drink to be served.

VERY IMPORTANT – Make sure all glassware is clean, dry, and unbroken before you use it for a drink. Never begin using a glass until you have checked it thoroughly.

Manuals provided in MS Word format so you can download, customize and print as many copies as required.