

# **Standard Operating Procedures**

## **Food & Beverage - Bar**

### **1. Service Experience**

- 1. 01 Company Introduction & Mission Statement**
- 1. 02 Benefits Of Training**
- 1. 03 Objectives Of Standards**
- 1. 04 F&B Ethics**
- 1. 05 Achievement Reviews**
- 1. 06 Personal Hygiene**
- 1. 07 Grooming**
- 1. 08 Prevention Of Accidents – First Aid**
- 1. 09 Germs In The Bar – Restaurant**
- 1. 10 Do's & Don'ts**
- 1. 11 Scheduling Staff**
- 1. 12 Safety Regulations**
- 1. 13 Equipment Hygiene**
- 1. 14 Staff Behaviour**
- 1. 15 Staff Responsibilities**
- 1. 16 Teamwork**

### **2. Beverage Basics**

- 2. 01 Coffee**
- 2. 02 Coffee Basics**
- 2. 03 Tea**
- 2. 04 Fruit & Juice**
- 2. 05 Cider**
- 2. 06 Introduction Alcohol**
- 2. 07 Wine Making**
- 2. 08 Wine & The Red Grapes**
- 2. 09 Wine & The White Grapes**
- 2. 10 Wine & The Ten Basic Wine Styles – White**
- 2. 11 Wine & The Ten Basic Wine Styles – Red**
- 2. 12 Wine Glossary**
- 2. 13 Wine Tasting**
- 2. 14 Wine & Temperature For Serving**
- 2. 15 Wine & Alcohol Content**
- 2. 16 Wine & Decanting**
- 2. 17 Wine & Health**
- 2. 18 Method Champenoise**
- 2. 19 Champagne By The Bottle**
- 2. 20 Fortified Wine**

- 2. 21 Liqueur Glossary**
- 2. 22 Vermouth**
- 2. 23 Rum**
- 2. 24 Gin**
- 2. 25 Tequila**
- 2. 26 Port**
- 2. 27 Vodka**
- 2. 28 Beer Glossary**
- 2. 29 General Bar Terms**
- 2. 30 Brandy Cognac**
- 2. 31 Whiskey**
- 2. 32 Bar Drink List Structure**
- 2. 33 Daily Bar Stock**
- 2. 34 Liqueur Gravity Chart**

### **3. Food Knowledge**

- 3. 01 Dairy Products**
- 3. 02 Cocoa - Chocolate**
- 3. 03 Food & Alcoholic Beverage**
- 3. 04 Food & Non Alcohol Beverage**
- 3. 05 Fruit**
- 3. 06 Ice Cream**
- 3. 07 Spices**
- 3. 08 Herbs**

### **4. Beverage Service**

- 4. 01 Restaurant**
- 4. 02 Bar**
- 4. 03 Kinds Of Beverage Service**
- 4. 04 Alcoholic Beverage Service**
- 4. 05 Aperitifs**
- 4. 06 Beer**
- 4. 07 Cocktails**
- 4. 08 Liqueurs**
- 4. 09 Port & Sherry**
- 4. 10 White-Rose Wine**
- 4. 11 Red Wine**
- 4. 12 Champagne**
- 4. 13 Spirits**
- 4. 14 Soft Drinks**
- 4. 15 Serving Fresh – Canned Juice**
- 4. 16 Iced Tea, Iced Coffee**
- 4. 17 Flambe' Coffee**

- 4. 18 Coffee**
- 4. 19 Tea**
- 4.20 Cold & Hot Drinks**

## **5. Guest Experience**

- 5. 01 First Impression**
- 5. 02 Greeting, Welcome & Seating**
- 5. 03 Greeting and Seating**
- 5. 04 General Service Rules**
- 5. 05 Service Sequence At The Bar**
- 5. 06 Bar Duties**
- 5. 07 Taking Bar Reservation**
- 5. 08 The 6 Principles Of Guest Service**
- 5. 09 Taking The Order Room Service**
- 5. 10 Taking Down The Order**
- 5. 11 Menu Presentation**
- 5. 12 Service Of Food**
- 5. 13 Adjusting Covers**
- 5. 14 Follow Up**
- 5. 15 Complaint Handling**
- 5. 16 Billing & Payment**
- 5. 17 Check Sequence**
- 5. 18 Clearing Table & Cheque**
- 5. 19 Placing Of Tooth Picks**
- 5. 20 Cigar Service**
- 5. 21 Cigar Knowledge For Guest & Staff**
- 5. 22 Cigarette Service**
- 5. 23 Breakfast Service**
- 5. 24 Farewell And Departure**
- 5. 25 Restaurant Clearing**
- 5. 26 Bar Clearing**
- 5. 27 Setting Up Bar Tables**
- 5. 28 Guest Focus**
- 5. 29 Pool Service**
- 5. 30 Toasts Around The World**

## **6. Bar Operation**

- 6. 01 Research Market Trends**
- 6. 02 Accessibility & Location**
- 6. 03 Opening Procedures**
- 6. 04 Cocktail Recipes Template**
- 6. 05 Beverage Production List**
- 6. 06 Glasses**
- 6. 07 Outlet Set Up**
- 6, 08 Bartending Utensils**
- 6. 09 Professional Technical Terms**
- 6. 10 Mice En Place**
- 6. 11 International Pouring Units**
- 6. 12 Back Area Duties**
- 6. 13 Duties Of Pool Boy**
- 6. 14 Types Of Service Bars**
- 6. 15 Guest History Cardex**
- 6. 16 Guest Supply Linen**
- 6. 17 Replenish Linen**
- 6. 18 Handle Routine Cleaning Tasks**
- 6. 19 Handle Store Requisitions**
- 6. 20 Inventory Control**
- 6. 21 Repair Order**
- 6. 22 Trolley And Tray Collection**
- 6. 23 Log Book**
- 6. 24 K.O.T. Captain's Order**
- 6. 25 A'la Carte & Room Service**
- 6. 26 Buffets, Promotions**
- 6. 27 Banquet & Catering**
- 6. 28 Buffet Service**
- 6. 29 Banquet Cocktails – Menus**
- 6. 30 Budget, Forecast**
- 6. 31 Daily Outlet Briefing**
- 6. 32 F&B Meeting**
- 6. 33 Closing Procedures**
- 6. 34 Distribute Incentives – Tips**
- 6. 35 Menu Planning & Types**
- 6. 36 First Aid Box**
- 6. 37 Preparing Fruit Garnish**
- 6. 38 Replenish Stock**
- 6. 39 How To Dispense Beverage Via Micro**
- 6. 40 How To Handle Draft Machine**
- 6. 41 How To Handle Stocks**
- 6. 42 History Of The Cocktail Shaker**
- 6. 43 Standard bar Measurements**

# STANDARD OPERATING PROCEDURE

<b>FOOD &amp; BEVERAGE</b>		<b>TASK #: 1.03</b>	
<b>DEPARTMENT : Beverage</b>		<b>TASK: Objectives of standards</b>	
<b>JOB TITLE: All Beverage Staff</b>		<b>EQUIPMENT NEEDED:</b>	
WHAT TO DO	HOW TO DO IT	WHY	
<p>To understand and learn the Basics of rules and hotel Business standards.</p> <p>To clarify standards in the Everyday operation.</p> <p>To understand action plans.</p> <p>To establish consistently The best service possible.</p> <p>To control and manage our Capital and human resources</p>	<p><b>. Definition: Standards</b>  <b>Something set up and established as a rule or Model for the measure of quality or value.</b></p> <p><b>The guest comes first</b></p> <p><b>Consider guest expectations.</b></p> <p><b>Do things right the first time!!!!</b></p> <p><b>Recognize the needs of the guest.</b></p> <p><b>Communicate our vision.</b></p> <p><b>Keep up communication between your Supervisor and subordinates.</b></p> <p><b>Follow rules and regulations of HI at all times.</b></p> <p><b>Remember to be the best and not part of the rest!</b></p> <p><b>Train and exercise your tasks and ask for Help if necessary to improve at all times.</b></p>	<p>To ensure:            Consistency            Quality control            Management tool            Training tool</p> <p>For every 100 guest who complain, 26 others are silent.            We hear only from 1 out of 27.</p> <p>Those who complain, 91% will never return if nothing is done.</p> <p>Every customer who has a Complaint will tell 8-16 others.</p> <p>82% – 95% of complaining customers will return, if something is done to resolve it.</p> <p>It costs 5 times more to attract A new customer than to keep An existing one.</p>	
<b>PREPARED BY:</b>		<b>APPROVED BY:</b>	
<b>Position</b>	<b>Signature:</b>	<b>Position:</b>	<b>Signature:</b>
	<b>Date:</b>	<b>Director of Food &amp; Beverage</b>	<b>Date:</b>