

Welcome!

Our bars and lounges are happy, festive places - places where a personal interaction from a Server makes a big impression.

As a Bar or Lounge Server you're in a great position to use your service skills not only to enhance your guests' experience, but to earn their loyalty as well.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines our brand: the *best* service in the world!





Always check your personal appearance before interacting with guests.



Make sure your station is ready to go before you start serving.



Check to see that all tables are spotless.

PREPARING TO SERVE

PERSONAL PREPARATION

- When reporting to work, always wear the correct uniform and comply with your hotel's grooming standards

STATION AND BAR PREPARATION

- Before the Bar/Lounge opens (and before a new shift begins), make sure the bar and all Server stations are fully stocked with
 - » China
 - » Glassware
 - » Flatware
 - » Napkins
 - » Hotel branded (or outlet-specific)
 - Coasters and/or
 - Cocktail paper napkins
 - » Condiments
 - » Bar Snacks
- Always confirm that all glasses, plates, flatware, etc., have been cleaned and sterilized according to
 - » Your hotel's standards
 - » Local Health Department requirements
- Confirm that the POS tills, screens and printers are clean and well-stocked with bill paper
- Keep the station well-maintained throughout your shift

FLOOR & TABLE SET-UP

- Make certain that:
 - » Lounge menus and promotional fliers are
 - Clean
 - In good condition
 - Pre-set on each table facing the Bar/Lounge entrance
 - » Bud vases (if used in your Bar/Lounge) are clean and fresh
 - » If your Bar/Lounge has a smoking area that ash trays are placed on designated tables and surfaces
 - » All furniture is positioned correctly according to the approved floor plan
 - » Carpets and flooring are clean and free from debris
 - » Tables are clean, sanitized and set

BAR/COUNTER SET-UP

- Turn on the coffee machine and brew fresh coffee
- Confirm that
 - » The refrigerator(s) are stocked
 - » Juices, purees and consumables are fresh and within expiration date
 - » The back bar and speed rails are fully stocked
 - » Fruit is prepared
 - » Ice stations are fully stocked
 - » All bar guest supplies and condiments are fully stocked
- Know and follow your hotel's established Bar/Lounge opening procedures
- Make certain that food menus are available at a minimum from 12 Noon through 10 p.m.
- Pre-set Bar and Cocktail menus on each table



Check that your ice stations and refrigerators are well stocked.



Make sure that menus and promotional materials are in place on the tables.





Greet guests warmly as soon as they enter the area.



Take accurate notes about every order.



Be prepared to describe and recommend specialty drinks and appetizers.

WELCOMING GUESTS TO THE BAR/LOUNGE

- Wherever you are working, keep an eye on the Bar area
- When customers enter the Bar/Lounge area
 - » Make eye contact within 30 seconds
 - » Within 1 minute, greet them warmly according to the time of day
 - Good morning
 - Good afternoon
 - Good evening
 - » Invite them to sit wherever they like
 - » Offer to take their order within
 - 30 seconds if they're at the bar
 - 3 minutes if they're at a table
- If you are unable to serve the guest immediately
 - » Acknowledge that you know they are waiting
 - » Apologize for keeping them waiting when you do serve them

PREPARING TO TAKE AN ORDER

- Have all order-taking materials and information
 - » Ball-point pen
 - » Appropriate order pad
 - » Clean pad holder
 - » Correct check information
 - Table number
 - Number of covers
 - Waiter initials or ID information (if applicable)
- Be prepared to describe and recommend
 - » Featured brand name alcohols
 - » Specialty
 - Mixed drinks
 - Appetizers and other food items
 - » All menu items, including
 - Ingredients
 - Special dietary considerations

TAKING AN ORDER

- Begin by building rapport with your guests
 - » Smile
 - » Be warm, enthusiastic, and welcoming
 - “Good afternoon/evening Mr/s XX, or Ladies and Gentlemen
 - “My name is XX, welcome to XX!
 - “To begin I would like to point out our lounge menu and highlight some feature items...”
 - Up-sell premium beer, wine, and liquor whenever possible
- If a single guest is seated anywhere in the Bar or Lounge (and not reading or working)
 - » Attempt to strike up a conversation (without being bothersome or intrusive)
 - » Offer a newspaper or magazine
- Make sure guests know that wines by the glass are available
 - » At least two whites
 - » At least two reds
- Take orders systematically
 - » Ladies first
 - » Then elders
 - » Then kids
 - » Host last (if it's obvious who they are)
- Always use a guest position numbering system to link each guest with their order (so you always know who ordered what)
- Place a napkin in front of each guest as you take their order
- Engage with each guest as you take their order
 - » Maintain eye contact
 - » Nod to acknowledge understanding
- If a guest requests tap or bottled water, ask if they would like a lemon or lime wedge added
- If ice is not automatically provided with water and soft drinks, ask if the guest would like it added
- When a round of ordering has been completed, repeat all items (including special requests, degrees of doneness, etc) to avoid mistakes or misunderstanding
- Whenever leaving the table, ask if anyone needs anything else
- Promptly enter the order in the POS system (to avoid any delay); be sure to include any special instructions or requests



Begin by building rapport with your guests.



Engage with each guest as you take or deliver orders.





Always enter the order in the POS system before making the drinks.



Remember that specialty drinks enhance both your guest's experience and your tip.



Be sure you know all the specialty drinks your bar offers.

MAKING AND SERVING DRINKS

- Only make drinks after the order has been entered in the POS system and a receipt has been printed
- Include a current bill when delivering drinks to guests
- Whenever a guest has finished a drink, always ask if they would like another.
- When serving re-orders:
 - » Replace the old receipt with an updated one
 - » Destroy the old receipt

DELIVERING ENHANCED SERVICE THROUGH "UPSELLING"

- Recommending upgraded beverage and dining options - or "upselling" - achieves two goals
 - » It enhances your guest's experience
 - » It increases your tab and your restaurant's revenues
- Ask "open" questions (that elicit information instead of a yes/no answer) in order to
 - » Win your guest's trust
 - » Enable you to discover their needs and interests
 - "What is the purpose of your visit?"
 - "What kind of cocktails do you enjoy?"
 - "What are your favorite types of wine?"
 - "What sort of food interests you?"
- Remember that product knowledge is essential to both service and up-selling - use it to make recommendations that reflect your guest's interests
 - » Specialty cocktails
 - » Premium spirits, beers, wine
 - » Appetizers

- Make suggestions sound delicious and appealing
 - » "If you're interested in a cocktail, our specialty is a refreshing XX, made with premium XYZ"
 - » "If your party would like to share a bottle of (varietal) wine, we offer a terrific (vintner) that is (describe characteristics)"
 - » "I'd like to point out that we serve a superb XX lager - and that it pairs wonderfully with our XX appetizer"
- Endorse the Customer's choices
 - » "Great dessert choice! And it's even better with our signature (Kahlua Coffee)"
 - » "That's a wonderful wine selection - you'll see why it's among our most popular!"
- When checking back on a party, be prepared to offer additional food and beverage options such as:
 - » Desserts
 - » Specialty coffees
 - » Etc.
- When saying goodbye to guests
 - » Ask about future gatherings
 - » Offer to make future reservations
 - » Recommend other food and beverage opportunities at your hotel
 - » Personalize your recommendations with specific suggestions
 - Since you are with us for another few days I would like to suggest you visit the Brassiere on the ground floor.
 - The specialty there is XX
 - » Sincerely thank them for visiting and express your hope that they will return



Always offer coffee as a concluding beverage



Coffee often leads to a desert order





Always use a tray to deliver beverages.



Always check glassware for spots and cracks.



Guests should always receive beverages within three minutes of ordering.

BEVERAGE TABLE SERVICE

- Always use a round, non-slip cocktail service tray with coasters for all table service
- As soon as a table's order has been entered into the POS system, ensure the table has the correct amount and selection of
 - » Cutlery
 - » Crockery
 - » Napkins
 - » Placemats
 - » Condiments
- Always check that all glassware and cups have no
 - » Spots
 - » Cracks
 - » Smears
 - » Watermarks
 - » Lipstick
- Before serving a beverage order, check that it's fully accurate, including
 - » Amount
 - » Ice
 - » Garnish
 - » Temperature
 - » Vintage (for wine)

DELIVERING BEVERAGES

- Guests should receive their beverage(s) within three minutes of ordering them
- Always serve complementary bar snacks with beverages
- Serve orders in the same sequence you take them
 - » Ladies first
 - » Then elders
 - » Then kids
 - » Host last (if it's obvious who they are)
- When serving cold beverages
 - » Place a coaster in front of the guest with the hotel logo facing them
 - » If the drink is not pre-poured
 - Pour at the table 2/3 full
 - Leave the bottle on the table with the label facing the guest
- Deliver wines by the glass pre-poured in stemware

- When serving hot beverages, place the cup and saucer in front of the guest with the handle and teaspoon facing right
- For tea and coffee
 - » Ask the guest if they would like you to pour it for them; if they do fill the cup 2/3 full
 - » Always place the pot and milk/cream container behind the cup with the handles facing toward the guest
 - » Make sure there a clean and neat caddy or bowl on the table with
 - White and brown sugar
 - Artificial sweetener
- For tea service, also provide a small dish (not a saucer) for used tea bags
- As always, before leaving the table, ask the guest(s) if they would like anything else

CHECKING BACK

- Check on guest satisfaction within 2 minutes of delivering each order
- On every visit to the table
 - » Remove
 - Paper and debris from the table and floor
 - Side dish bowls
 - Anything not needed to enhance the guest experience
 - » If smoking is permitted, cap and replace ashtrays containing 2 or more butts
 - » Replace any soggy napkins
 - » Refill bar snacks as needed
- Pick up glassware without touching the rim of the glass in order to
 - » Maintain a positive image
 - » Prevent the spread of bacteria
- Clean and sanitize tables within 5 minutes of a party's departure



When serving hot beverages place cup and saucer with handle and teaspoon facing right.



Whenever you revisit a table remove trash and unused dishware.





Always introduce yourself using your first name.



Serve water and soft drinks first, then other beverages.



Clean and sanitize bar area within 5 minutes of guest's departure.

BEVERAGE BAR SERVICE

- When guests approach the Bar
 - » Follow all Bar/Lounge welcoming protocols
 - » Introduce yourself using your first name
 - » Begin your service and sales delivery
- When taking an order from a guest seated at the bar
 - » Follow all order-taking, entering and beverage-delivery protocols
 - » As you take the order, place coasters or cocktail napkins in front of each guest with the hotel logo facing them
 - » Make certain that complementary bar snacks are placed within easy reach of each guest
 - » Ask if the guest is waiting for a lounge or restaurant table; if they are
 - Ask if they would like their bar tab added to their meal check
 - Offer to check on their table wait time
- Only make drinks after the order has been entered in the POS system and a receipt generated

SERVING DRINKS

- Follow all table service protocols with guests seated at the bar
- Serve water and soft drinks first, then other beverages
- Demonstrate wines available by the glass
 - » Place wine glasses in front of the guest
 - » Pour the wine for the guest

CHECKING BACK

- After 2 minutes, check to see your guests are satisfied with their beverage
 - » Cap and replace dirty ashtrays (containing 2 or more butts), if smoking is permitted
 - » Replace any soggy napkins
 - » Refill bar snacks as needed
- If any guest isn't satisfied with their beverage
 - » Promptly remove it
 - » Ask if the guest would like a replacement or an alternative
 - » Tell the guest how long it will take for their new beverage to be served
- Return to clean and clear bar area at least every 10 minutes
- Clean and sanitize bar area within 5 minutes of a party's departure

BAR/LOUNGE FOOD SERVICE

- Before delivering food to a table, check to be sure that
 - » A service station or tray stand is located near the table
 - » The table is clean
 - » The correct amount of the following are placed
 - Napkins
 - Placemats
 - Flatware & China
 - Condiments (appropriate to the order)

DELIVERY AND SERVICE

- Never carry more than
 - » 2 plates in your left hand and
 - » 1 plate in your right hand
- If there are more than 3 plates, take a tray or ask for help
- Refer to your order check and
 - » Place each plate in front of the guest who ordered it
 - » Make sure the main course is facing the guest
 - » Do not ask guests what they ordered or if a dish is theirs
- Serve from the left whenever it is safe to do so (then later clear from the right)
- Follow the same service sequence
 - » Ladies first
 - » Then elders
 - » Then kids
 - » Host last (if it's obvious who they are)
- Always serve bread and butter with all starters and main courses (except for orders composed solely of sandwiches)
- After all plates have been served
 - » Give a short, upbeat presentation of the different dishes
 - » Conclude with a smile and "Enjoy your meal!"

CHECKING BACK

- Check back no later than 2 minutes after serving orders and
 - » Ask if the food is to everyone's satisfaction
 - » If a guest is not satisfied with a product
 - Remove it at once
 - Replace it and/or provide alternatives



Before delivering food to a table make sure everything is in place on that table.



Always serve ladies first.





Clear items as they are finished

TABLE MAINTENANCE

CLEARING

- Clear bottles from the table as soon as they are empty
- Remove plates only when all guests have finished eating - unless a guest requests you to do so at an earlier point
- Clear ladies' places first
- Clear any items that are no longer needed - for example, clear salt and pepper before serving dessert
- Remove crumbs



Don't fill any orders without a printed order generated by the POS system

BILLING

- Do not fill any bar orders without a printed order generated from the POS system
- Access the POS system by
 - » Using your employee number or
 - » Swiping your card
- Access the correct screens on the POS terminal when entering transactions
 - » Enter the appropriate department key for the type of transaction
 - » Avoid use of the "miscellaneous" key
- Ring each transaction as it occurs - never process two separate cash transactions as a single total
- All Tabs must be secured by
 - » A valid Credit Card or
 - » Validated Room Charge privileges
- Only the bartender and managers have access to the POS cash drawer; other Team Members should not go behind the bar
- Make sure the cash drawer remains closed at all times except during a cash transaction requiring change
- Keep all tips in a designated Bar Tip Jar located away from the cash register



Place the bill in the middle of the table unless a guest reaches for it.

PROCESSING AND PRESENTING THE BILL

- When printing a bill, confirm that all details are correct against what the guest ordered
- Always present the bill
 - » In a clean check folder
 - » With a hotel pen
 - » With any relevant promotional sales flyer

- When presenting the bill
 - » Give the guest time and space to check it
 - » Inform the guest you will return shortly
 - » Return within 4 minutes
- After the guest has checked the bill
 - » Ask in a discrete manner if he or she is ready to settle the bill
 - » If so
 - Collect the bill with a smile
 - Always say, "Thank you!"
- Process the payment through the POS system based on the payment method
 - » Cash
 - » Credit card
 - » Room charge
- When a guest requests to add the bill to their room charge
 - » Politely ask them to
 - Produce their key
 - Sign for the charges
 - » Check that their name, room number and signature correspond to the information in the property management system
- Return the check and receipt to the guest, using their last name, if known (can be found on credit or key card information) - and genuinely thank them.



Collect the bill with a smile and always say "Thank You!"



Always bid your guests a sincere "good bye"

THE FAREWELL

- When guests are leaving
 - » Offer to assist them with
 - Chairs
 - Coats/Jackets
 - Etc.
 - » Bid them farewell
 - » Express hope that they will return

