



Bar Supervisor Training Manual

2/2024

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PRE-EVENT: PLAN, DELEGATE, TRAIN

Bar Supervisor

The Bar Supervisor's primary responsibility is to ensure smooth & profitable bar operations and high-quality customer service. This means having the correct product on our bars, served at the proper temperature, accounted for in inventory and our POS system, and served from organized, clean bars. It also means that our processes are followed by all bartenders and our values are reflected at every stage of the event.

RESPONSIBILITIES:

- Lead, Manage, Accountable (LMA)
- Hold bar staff accountable to our rules and processes
- Reviewing event paperwork and mentally preparing prior to events
- Collaborate with all supervisors and key positions throughout the event
- Check in team members and lead pre-shift meetings and trainings
- Delegating event tasks to appropriate team members and holding them accountable to responsibilities and checklists
- Management of the event timeline in collaboration with FOH Supervisor and BOH Supervisor
- Manage the POS system and beverage entering process for both hosted and cash bars
- End of shift accounting paperwork and cash handling process
- Post-event cleanup and organization
- Submitting comment sheets with thoughtful professional feedback within 24 hours of event

PRE-EVENT: PLAN, DELEGATE, TRAIN

POSITION CORE: IF FOLLOWED EVERY SHIFT, WE ARE SUCCESSFUL EVERY EVENT

1. Prepare in advance

- Review your BEO in advance
- Look for potential issues and offer feedback in advance, so we have time to address them prior to event
- Arrive on site ON TIME per StaffMate schedule
- Touch base with other Supervisors (FOH, BOH, EM) on event timeline and execution plan. Where might someone need help that your department can give or where they can help you? Look for potential issues and plan as a team

2. Greet / Train / Delegate

- Check in and welcome team members, give them a tour, and delegate tasks for the event
- Be present when they arrive, ask to pronounce their names, ask about prior experience, make an effort to remember them and engage them in the work
- Delegate responsibilities to every team member, trust but verify, pair experienced team members with new or less experienced, and with guest team members
- For first time team members, take time to explain our core process, run through training as required

3. Stay out of the weeds

- Delegate to team members first, then to yourself. Know what is happening at each guest location and direct resources where needed. Jump into tasks as the last resort not the first.
- Communicate with Front of House Supervisor and Back of House Supervisor, ask for staff help during their downtimes, give them help from your team in return
- Keep track of location and event needs per the timeline. Be pro-active in adjusting resources as needed. Ensure that teams are attending to extra responsibilities such as restrooms, guest areas, and cookie tables, etc.

4. Trust but verify & communicate

- Use the checklists to confirm that your staff completed the assigned tasks, left things clean, followed the end of shift processes so that YOU aren't stuck doing it if they don't!
- Check each team member out at the end of the shift. Show them you will hold them accountable. If tasks aren't complete, have them go back, do it and show you it's done
- Show appreciation for a job well done! Sign out staff, get uniform pieces returned, encourage good guest staff to sign up for more shifts
- Complete your event reports and share who stood out, particularly guest staff that you want back!

PRE-EVENT: PLAN, DELEGATE, TRAIN

Bar Supervisor Paperwork

Bar Supervisor paperwork will be sent 48 to 72 hours prior to the event with all of the final information included. Review the information, making notes for the running of the shift. The paperwork that will be emailed to the Bar Supervisor will be the following:

- Finalized BEO which includes bar pull sheet, specific bar details
- Rental Orders
- Diagrams

The Bar Supervisor is required to review all of the paperwork prior to the event to look for possible issues and offer feedback.

Supervisor Check In

The supervisor check-in will be held with all the supervisors on the event prior to the arrival of the rest of the staff. The check-in should cover the following topics:

- Review timelines
- Danger zones and pressure points
- Share any inside knowledge of event
- Key staff – how can departments support others
- Establish leadership amongst all supervisors for the entire team
- Establish collaboration
- Write the timeline on the dry erase board (where applicable) for the entire team to see

Communicating with other Supervisors

Good communication among all the supervisors can be key in situations when the guest is unhappy, or you are dealing with a difficult situation. It is ok to have another supervisor with you when dealing with difficult situations and unhappy guests. **Remember to always document on end of night paperwork any situation or unhappy guest that may have occurred during an event.** We never want to have to find out about an issue from a guest after the event in an email or phone call that should have been included in the paperwork.

Check In Team Members

Bar Supervisor should greet and check in each team member and conduct the following:

- Intro to facility or property
- Remind them to clock in (assist when needed)
- Let them know where they can put their personal belongings
- Inform them where to meet for pre-shift meeting and when
- Uniform checks – ensure they have all components of their uniform

Conduct Pre-shift Meeting

- Hold pre-shift meeting prior to event start
- Keep it specific to the event
- Reference the Pre-Shift Meeting Checklist within Supervisor binder
- Make note of any issues to address separately that are not specific to the event

PRE-EVENT: PLAN, DELEGATE, TRAIN

Include the Event Manager (when applicable)

- Introduce yourself: Define what your role is during the event
- Introduce the team: Establish friendliness and openness
 - Thank the team for being there
 - Have everyone introduce themselves
 - Have they worked with us before
- Review uniform expectations
 - Ensure team members are in proper uniform by start of event
- Review assignments and delegate tasks
 - Assign tasks and have posted for staff to review
 - Assign first time servers at this venue with an experienced team member
- Review timeline for the event
 - Start/end time
 - Guest of honor
 - Cocktail hour start time
 - Dinner start time
 - Last Call
- Review Type of Service for the event
 - Discuss type of service for the event and demonstration for all new team members
 - Champagne Toast
 - Table Side Wine
 - Specialty Cocktail
 - Batched Drink
 - Bar Closed During Service
 - Discuss Together and Companies Pour Process:
 - All liquor pours are to be 1.5 ounces
 - All wine pours are 5 ounces
 - No Shots
 - No Doubles
 - No Neat Drinks
- Review Core Values
 - Pick and discuss Core Value of the shift
- Review venue details
 - Staff and guest bathrooms
 - BOH location
 - Staff entrances and exits to use, including elevators
 - Review facility expectations and checklists when available
- Answer any questions

NOTE: as the Bar Supervisor, you will need to review event details with any team member that does not attend the Pre-shift. This could be team members who are scheduled in later.

PRE-EVENT: PLAN, DELEGATE, TRAIN

Bar Supervisor Tools

Fives Key Sets, iPads, and Cash Banks

The Bar Supervisor will retrieve the following items upon arrival for their shift

- iPads are to be retrieved from the office
- Key lanyard from the office
- Cash bank (when applicable) from Event Manager /Operations Manager
 - Bar Supervisor will verify the drawer value with one of the following:
 - Operations Manager
 - Event Manager
 - FOH Supervisor
- After the event is over, the Bar Supervisor will count all of the cash, write the counted amount on the Cash Acknowledgement form, place it back in the cash bag, and deposit the bags in the **black drop safe** in the office

High Line Car House Key Sets & iPads

The Bar Supervisor will retrieve the following items upon arrival for their shift

- iPads are to be retrieved from the AV closet
- Bar keys are located on the shelves in Operations
- The EM will be responsible for preparing the cash bags prior to each event.
 - Once counted and verified, the cash bags (with the Cash Acknowledgement form) will be placed in the **gray safe**
 - The code to this safe is 0311A
 - If there is no EM at the event, the Bar Supervisor will retrieve the cash bag from the safe, count and verify all cash, and proceed to use the cash for the event
- After the event is over, the Bar Supervisor will count all of the cash, write the counted amount on the Cash Acknowledgement form, place it back in the cash bag, and deposit the bags in the **black drop safe**

Tasks will be assigned to each team member by the Bar Supervisor. Team members must complete end of shift tasks and be checked out by Bar Supervisor prior to signing out. If the Bar Supervisor signs out a team member who did not complete their tasks, the Supervisor will be responsible for completing the tasks.

BAR BACK CHECKLIST – HLCH		
Team Member Initial	Opening Tasks	Completed Initial
	Check in with your Bar Supervisor for assigned responsibilities	
	Review bar timeline and pull sheet <ul style="list-style-type: none"> • Discuss if bar teardown is needed during event 	
	Pull glassware and distribute to each bar accordingly <ul style="list-style-type: none"> • Leave backstock in BOH accessible area 	
	Polish glassware	
	Pull beverages <ul style="list-style-type: none"> • Stock backup to coolers 	
	Add ice to bins	
	Ice down extra beer and wine in beer cart	
	Cut fruit	
	Distribute 1 to 2 trash cans, tray jacks, and dump buckets to each bar	
	Distribute full sanitize bucket and clean towel to each bar	
Team Member Initial	During Event/Closing Tasks	Completed Initial
	Restock glassware, ice, water, beverages, mixers, and liquors as needed	
	Keep dump buckets empty on bars and BOH areas	
	Cut additional fruit as needed	
	Clean up any broken glass	
	If down time, please run dirty glassware to dish tank	
	Check with Bar Supervisor for needed restocking	
	Empty all trash cans, take to dumpster, and wash inside of trash cans when there is liquid or any other debris	
	Break down excess boxes not needed for repacking and take to recycling dumpster	
	Break down, clean, and store excess equipment from bars	
	Restock all bars as needed before leaving	
	Check out with Bar Supervisor before leaving	

BARTENDER CHECKLIST HLCH		
Supervisor Initial	Prior to Event Tasks	Completed Initial
	Check in with your Bar Supervisor for assigned responsibilities	
	Review bar set up and pull sheet <ul style="list-style-type: none"> • Retrieve bar pull • Set up bar with liquor, beer, wine, mixers and garnishes 	
	Place speed pours in all liquor bottles <ul style="list-style-type: none"> • Place caps in Ziplock bags in bar kits for reuse at end of shift 	
	Set each bar up for the shift with the following from the bar kit equipment <ul style="list-style-type: none"> • 2 bottle openers • 2 wine openers • 2 shaker/strainers • 2 stir spoons • 6 jiggers • 1 zester/peeler • 6 bar towels • 2 boxes of beverage napkins • 1 box of straws • 1 box of picks • 20 speed pours • 2 ice scoops • 1 pour test kit • 1 small notebook • 10 wine seals 	
	Attend Pre-Shift	
Supervisor Initial	During/Post Event Tasks	Completed Initial
	Keep bar clean, neat, and organized	
	Communicate with Bar Supervisor any issues/items that have run out	
	Return all open bottles of wine to the Bar Supervisor	
	Pack liquor, unopened wine and beer and store in appropriate area in basement	
	Place all clean glassware back in appropriate area in operations	
	Wipe down all mixer bottles, place into crates, return to proper location	
	Dump cut fruit and open mixers	
	Clean and sanitize all bar tools & return to the bar kit per pars listed above	
	Clean and sanitize all bar areas- front of bars, bar back, and shelves	
	Take melt bucket from under the beer carts & dump it into the mop sink	
	Dispose of any unused ice in the utility sink or in mulch area under the trees on the far side of the parking lot	
	Make sure all cardboard not needed to repack beer and wine is broken down and taken out to the trash	
	Remove all trash and rinse out trash cans	
	Sign out with your Bar Supervisor: Report any breakage/issues	

BAR SUPERVISOR CHECKLIST HLCH		
	Prior to Event Tasks	Completed Initial
	Touchbase with EM and coordinator for an additional details of event	
	Double check Square (FIRST THING YOU DO) to ensure it is set up for the event	
	Review beverage pull and staffing sheet	
	Retrieve cash bank (when applicable)	
	Identify specialty items and verify any specialty garnish and mixers are available	
	Check-in with other Supervisors	
	Welcome and Check in Team Members Ensure they have all components of their uniform	
	Check in with trainers/trainees (when applicable)	
	Have assignments and tasks done for when team members arrive Assign first time/guest bartenders to the venue with seasoned bartender (when possible) and communicate to team member upon arrival	
	Hold Pre-Shift Meeting with team members (refer to Pre-Shift Outline)	
	Touchbase with team members prior to guests' arrival; address any concerns/update on any change	
	During Event Tasks	Completed Initial
	Keep team members on task with specific work to complete	
	Communication with all Supervisors on any changes in the timeline	
	Post Event Tasks	Completed Initial
	Verify the open bottles of wine have been rung in and disposed of	
	Verify that liquor, beer, and wine have been put away	
	Verify that clean glassware has been put back in appropriate area in operations	
	Verify that the bar is clean, neat, and organized – all items thrown away	
	Verify that trash and non-needed cardboard boxes have been taken out to the dumpsters	
	Verify bar kits are restocked with clean items to the correct pars	
	Reconcile cash	
	Count any cash tips received with another Supervisor <ul style="list-style-type: none"> • Place into an envelope and put into safe with event name and date on envelope - add to supervisor HLCH 	
	Reconcile inventory	
	Check out each team member	
	Complete all paperwork <ul style="list-style-type: none"> • Report damaged property/any other emergencies • Note any outside alcohol brought in or guest service being denied, state of guest upon arrival 	

Tasks will be assigned to each team member by the Bar Supervisor. Team members must complete end of shift tasks and be checked out by Bar Supervisor prior to signing out. If the Bar Supervisor signs out a team member who did not complete their tasks, the Supervisor will be responsible for completing the tasks.

BAR BACK CHECKLIST – FIVES		
Team Member Initial	Opening Tasks	Completed Initial
	Check in with your Bar Supervisor for assigned responsibilities	
	Review bar timeline and pull sheet <ul style="list-style-type: none"> • Discuss if bar teardown is needed during event 	
	Pull glassware and distribute to each bar accordingly <ul style="list-style-type: none"> • Leave backstock in BOH accessible area 	
	Polish glassware	
	Pull beverages <ul style="list-style-type: none"> • Stock backup to coolers 	
	Add ice to bins	
	Ice down extra beer and wine under bar	
	Cut fruit	
	Distribute 1 to 2 trash cans, tray jacks, and dump buckets to each bar	
	Distribute broom and dustpan to each bar	
	Distribute full sanitize bucket and clean towel to each bar	
Team Member Initial	During Event/Closing Tasks	Completed Initial
	Restock glassware, ice, water, beverages, mixers, and liquors as needed	
	Keep dump buckets empty on bars and BOH areas	
	Cut additional fruit as needed	
	Clean up any broken glass	
	Additional task may be given by Bar Supervisor	
	If down time, please run dirty glassware to dish tank	
	Check with Bar Supervisor for needed restocking and any	
	Empty all trash cans, take to dumpster, and wash inside of trash cans when there is liquid or any other debris	
	Break down excess boxes not needed for repacking and take to recycling dumpster	
	Break down, clean, and store excess equipment from bars	
	Restock all bars as needed	
	Check out with Bar Supervisor before leaving	

BARTENDER CHECKLIST FIVES		
Bartender Initial	Prior to Event Tasks	Completed Initial
	Check in with your Bar Supervisor for assigned responsibilities	
	Place speed pours in all liquor bottles <ul style="list-style-type: none"> Place caps in Ziplock bags in bar kits for reuse at end of shift 	
	Set each bar up for the shift with the following from the bar kit equipment <ul style="list-style-type: none"> 2 bottle openers 2 wine openers 2 shaker/strainers 2 stir spoons 6 jiggers 1 zester/peeler 6 bar towels 2 boxes of beverage napkins 1 box of straws 1 box of picks 20 speed pours 2 ice scoops 1 pour test kit 1 small notebook 10 wine seals 	
	Attend Pre-Shift	
Bartender Initial	During/Post Event Tasks	Completed Initial
	Keep bar clean, neat, and organized	
	Communicate with Bar Supervisor any issues/items that have run out	
	Return all open bottles of wine to the Bar Supervisor	
	Pack liquor, unopened wine and beer and give to Bar Supervisor	
	Remove clean glassware from all the bars and place in glass racks in kitchen area	
	Wipe down all mixer bottles, place into crates, and return to proper location	
	Dump cut fruit and open mixers	
	Clean and sanitize all bar tools & return to the bar kit per pars listed above	
	Clean and sanitize all bar areas- front of bars, bar back, and shelves	
	Take rolling ice bin to the basement, empty ice into mop sink, empty water overflow, sanitize, cover, and place in staff hallway outside the kitchen	
	Make sure all cardboard not needed to repack beer and wine is broken down and taken out to the trash	
	Sign out with your Bar Supervisor: Report any breakage/issues	

BAR SUPERVISOR CHECKLIST FIVE		
	Prior to Event Tasks	Completed Initial
	Touchbase with EM and coordinator for an additional details of event	
	Double check Square (FIRST THING YOU DO) to ensure it is set up for the event	
	Retrieve cash bank (when applicable)	
	Collect paperwork from Social Hall BOH area	
	Review beverage pull and staffing sheet	
	Identify specialty items and verify any specialty garnish and mixers are available	
	Check-in with other Supervisors	
	Welcome and Check in Team Members Ensure they have all components of their uniform	
	Check in with trainers/trainees (when applicable)	
	Have assignments and tasks done for when team members arrive Assign first time/guest bartender to the venue with seasoned bartender (when possible) and communicate to team member upon arrival	
	Hold Pre-Shift Meeting with team members (refer to Pre-Shift Outline)	
	Touchbase with team members prior to guests' arrival; address any concerns/update on any change	
	During Event Tasks	Completed Initial
	Keep team members on task with specific work to complete	
	Communication with all Supervisors on any changes in the timeline	
	Post Event Tasks	Completed Initial
	Verify the open bottles of wine have been rung in and disposed of	
	Verify that liquor, beer, and wine have been put away	
	Verify that clean glassware has been removed at both bars	
	Verify that the bar is clean, neat, and organized – all items thrown away	
	Verify that trash and non-needed cardboard boxes have been taken out to the dumpsters	
	Verify bar kits are restocked with clean items to the correct pars	
	Reconcile cash	
	Count any cash tips received with another Supervisor <ul style="list-style-type: none"> • Place into an envelope and put into safe with event name and date on envelope - add to supervisor HLCH 	
	Reconcile inventory	
	Check out each team member	
	Complete all paperwork <ul style="list-style-type: none"> • Report damaged property/any other emergencies • Note any outside alcohol brought in or guest service being denied, state of guest upon arrival 	

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

The Fives Bar Setup

The following will be how the bars are to be setup and look at all times. There will be bar display kits that will have the vases with candles and glass containers for display fruit



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Liquor well setup and soda/backup storage



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Fives Bar Setup

- All glassware to be stocked in sliding glassware trays
- Bar supplies can be found in two locations
 - Shelf stable garnish and non-alcoholic mixers are stored in the basement storage room inside the liquor cage
 - All bar tools, pitchers and carafes can be found in the kitchen across from the dish tank on the wall shelf and under the bar prep table

Glassware Stocked in Sliding Glassware Trays during Event



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Care of The Fives Custom Bars: Moving and Storage

- Bars, backbars, and bar pedestals are NEVER to be left outside after an event
- Bars, backbars and bar pedestals are not to be used outside when raining
- Backbars are top heavy and should be moved with care
 - Never move backbars with product on wooden shelves
 - Always move backbars with two people
- Built in ice bins have drain buckets that must be dumped, rinsed, and sanitized after every shift
- Shelves must be cleaned and sanitized after every shift
- Wooden backbar shelves should be wiped prior to use
- Outside of bars should be cleaned gently.
 - Never use a scrub brush or abrasive cleaning pad
 - Use only a soft bar towel and gentle cleaner
- Empty sliding glassware trays should be wiped down with a sanitized towel

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

High Line Car House Bar Setup

The following will be how the bars are to be setup and look at all times

- Operation attendants will have the lights plugged in before bartenders arrive
- Bar Supervisor will be responsible for turning on the lights to the bar
 - There are 2 remote controls that are locate under the bar – one at the far right end and one in the middle
 - Make sure to always place the remote control back in its place



- Place a bucket under the bar ice bins for water to drain into
 - Make sure it is positioned under the drainpipe as outlined below



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

- Utilize the plug outlets for the iPads to be plugged into



- Place glassware on the sliding racks

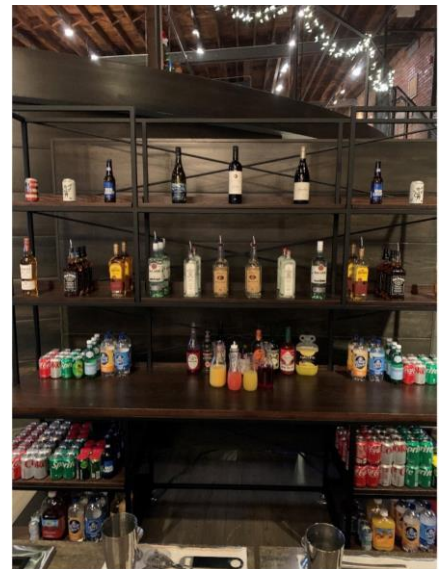
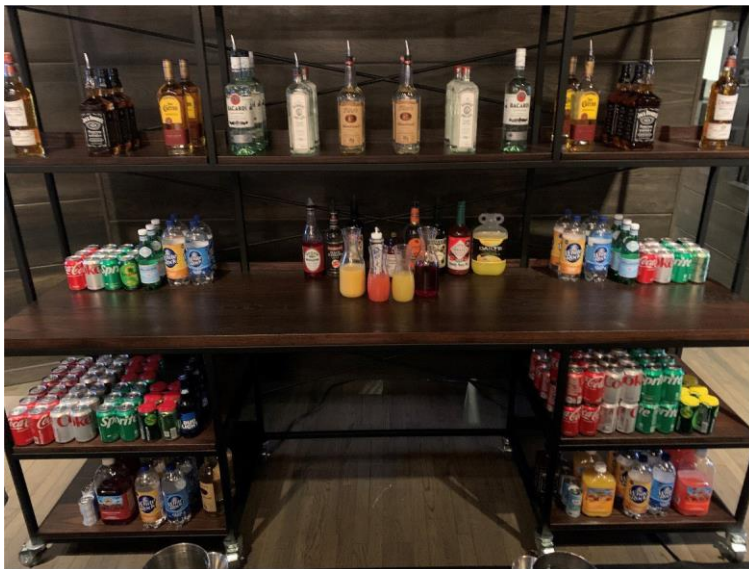


- Trash can on the end of the bar wrapped in a linen



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

- Bar Setup Display: The following will be how the bars are to be setup and look at all times. Make sure it looks clean, neat, and organized with the following items on the back bar:
 - Shakers
 - Jiggers
 - Muddlers
 - Strainers
 - Bottle openers
 - Straws
 - Red wine by the glass
 - Place glassware on the sliding racks



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Care of High Line Car House Custom Bars: Moving and Storage

- Shelves must be cleaned and sanitized after every shift
- Wooden backbar shelves should be wiped prior to use
- Outside of bars should be cleaned gently.
 - Never use a scrub brush or abrasive cleaning pad
 - Use only a soft bar towel and gentle cleaner
- Empty sliding glassware trays should be wiped down with a sanitized towel
- All ice, fruit, and beverages must be removed at the end of the event
- Clean glassware may remain in the sliding glassware trays at the end of event
- Wipe away all excess liquid with dry towel
- Turn off bar lights and return remote control to specified area (HLCH)
- Return iPad(s) to proper location
- Bar staff to leave bar in place at the end of event

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Fruit Garnish Prep

- Bar Supervisor to delegate fruit prep to bar staff at beginning of shift
- Amount of fruit needed for event will be listed on Bar Pull Sheet
- When cutting lemons, limes, and oranges for bar garnishes, you will need a cutting board, a small paring knife, and fruit. All should be included in your pulls
 - AFTER USE, PLACE DIRTY KNIFE IN “DIRTY KNIFE” BIN NEXT TO DISH TANK
- Cherries and olives are to be drained (reserve juice and pour back into container for later storage) and placed in garnish bowls



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

STEP 1: Cut both ends off your fruit.



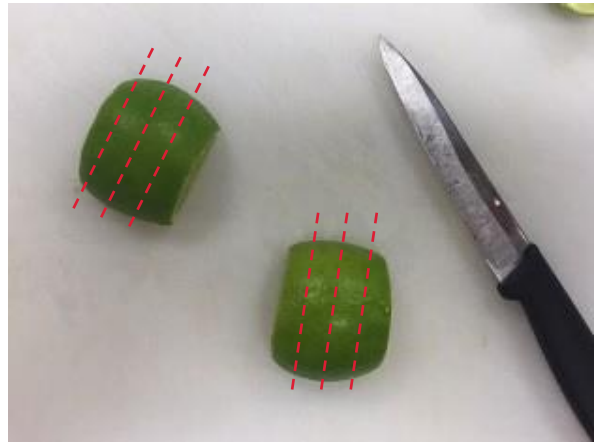
STEP 2: Slice the fruit in half, lengthwise



STEP 3: Make a slit in the fruit going down the center. Do not cut all the way through.



STEP 4: Next, cut the fruit into thin slices, following the lines shown in the picture.



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Your finished cuts should look like the example below:



Special Order Alcohol

On occasion a client orders special liquor, wine, or beer for hosted bars, that is not included as a standard bar selection. We do not allow special order items on cash bars.

- Handling of left-over special-order alcohol varies according to alcohol type following state liquor law.

Liquor

- There will be a key on POS for special liquor
- By state law, the client may NOT take left over liquor home no matter how much product is left. This is considered bottle sales which is against state law.
- Bottles of special-order liquor are to put back into the liquor cage on the open inventory shelf

Wine & Beer (Client is charged in advance for special wine and beer order)

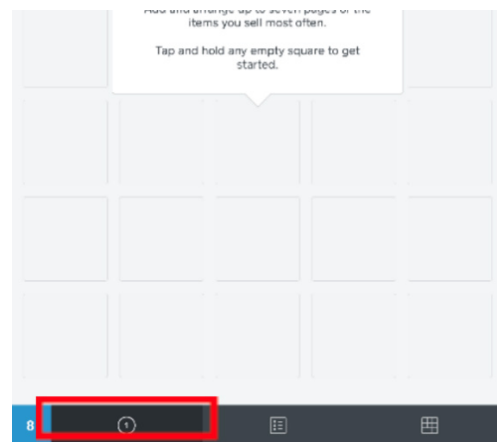
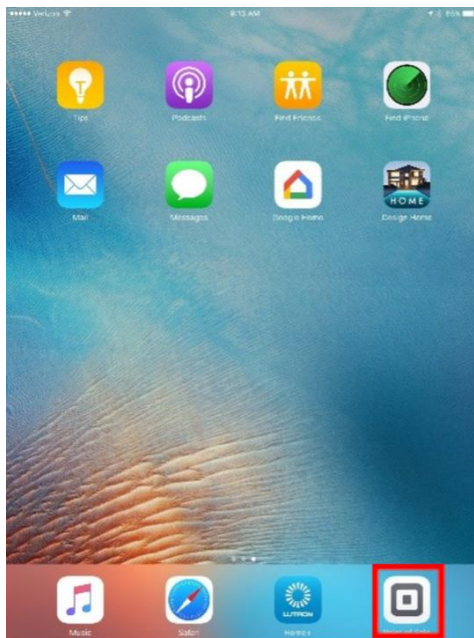
- There will be a key on POS for special wine & beer which will ring as \$0 dollars
- Client will take home remainder of special-order product at end of the event
- Bar Supervisor is to work with ES to ensure that left over special product is dry, repacked in cases, and given to delegated client representative
- On occasion, the client does not wish to take home left-over special-order wine or beer, this should be put back into stock

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Bar Tab Management/iPad POS Setup and Operation

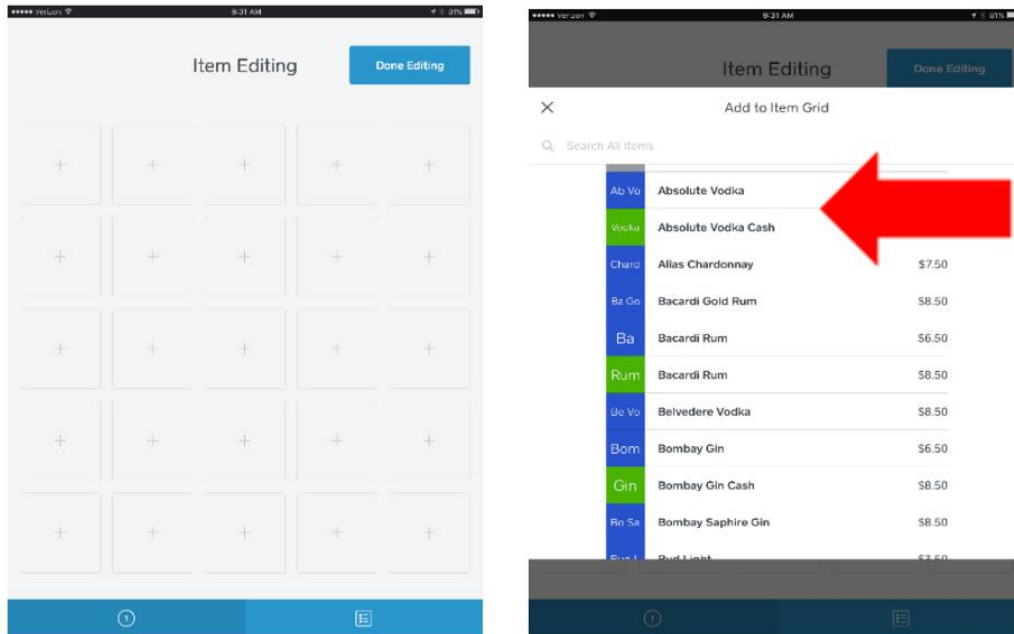
The Bar BEO will dictate whether bar service is hosted, cash or a combination. The iPad will be programmed prior to the event. The Bar Supervisor will review iPad to ensure all items are programmed for the event. If there is an issue, the Bar Supervisor should let the Event Manager know so that it can be corrected before the start of the event.

1. Obtain iPads from the AV Closet at HLCH or Venue Office at The Fives
2. Turn iPads on (password is 7777) and log in to Square (login:hlch@twocaterers.com password:TCwine2014)
3. Once you log in to Square you should see a grid view screen, if not tap the 1 at the bottom of the page.

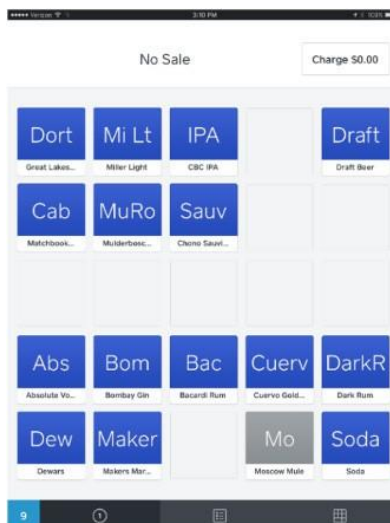


BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

4. Tap and hold the square to allow editing. You will then be taken to the menu page where you can select the menu item you need to add.

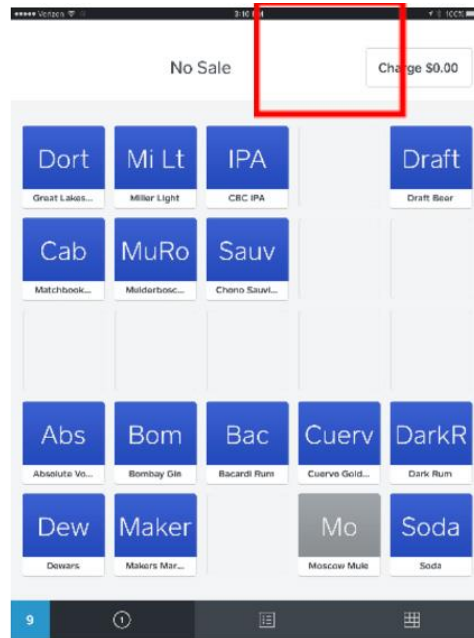
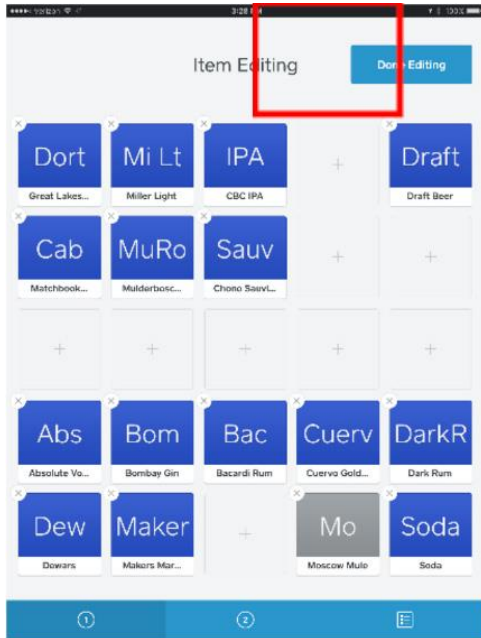


- Please note **green** is Cash Bar Pricing and **red** is the Hosted Bar Pricing. Your BEO will note which pricing should be used.
- Continue this process until all menu items from your BEO have been added to the screen.
- Beer should be across the top line of the screen, unless it was declined by the client. Wine will be on a second line beneath the beer selections. Liquor should be set across the bottom two lines of the screen along with any nonalcoholic beverages and specialty drinks.



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

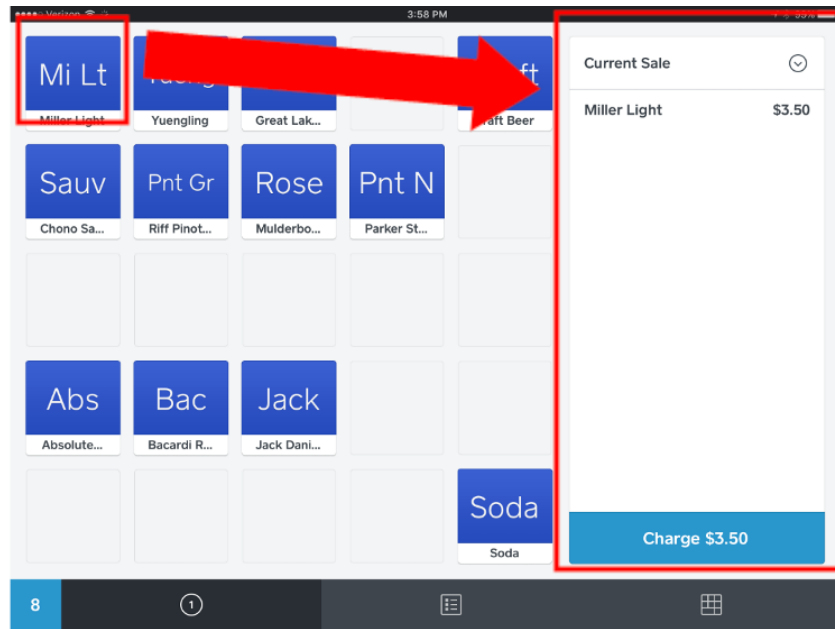
- Once you have completed the setup of the screen select Done Editing. This will send the set screen to all iPads logged in under HLCH@twocaterers.com. When the No Sale/Charge header shows you are ready to begin.



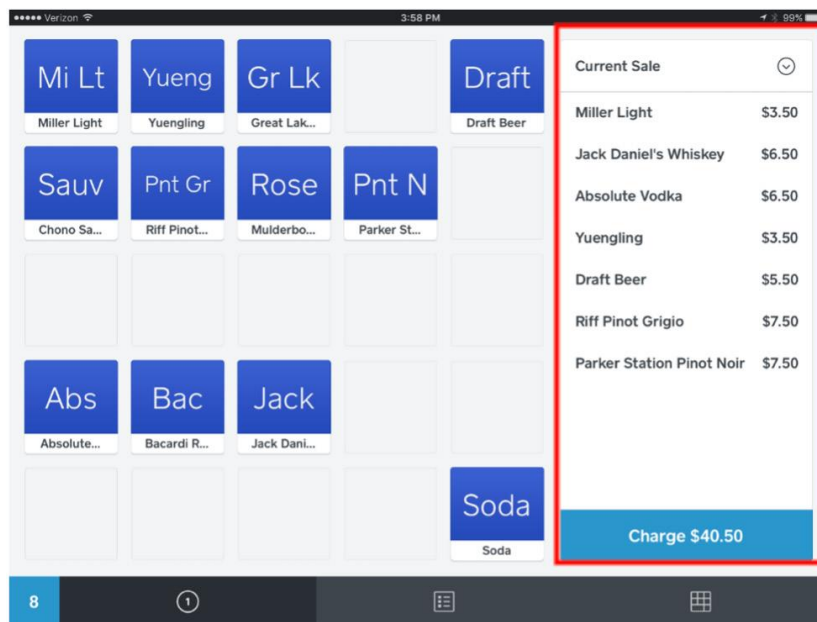
BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Ringin' Drinks

1. As guests approach the bar, ring drinks into the iPad as they are ordered BEFORE you go about making the drinks.
2. To do so, tap on the square icon of drink that is ordered. You will see it appear in the "current sale" box on the right.

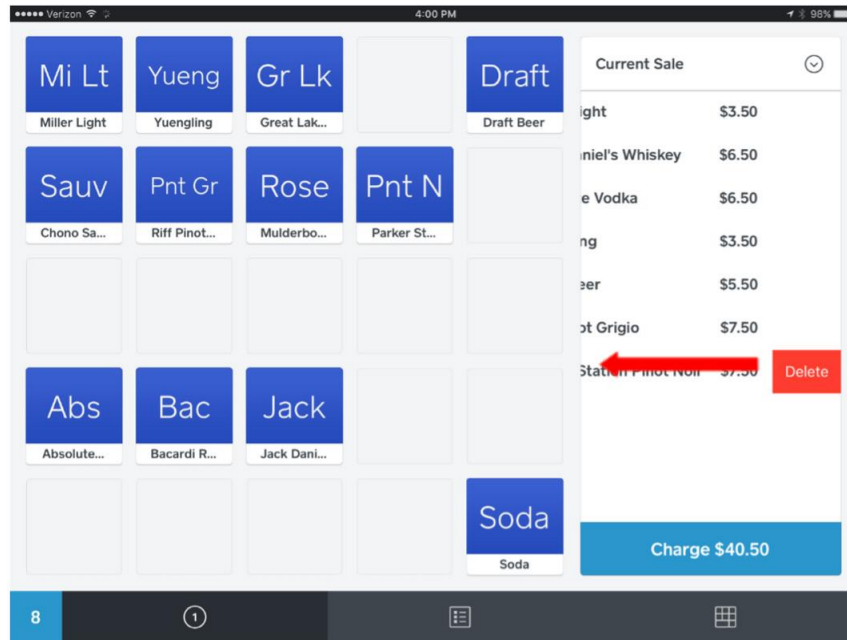


3. You can continue to take orders and ring in drinks/make them as guests come to the bar. You will see them added to the current sale list as they are selected.

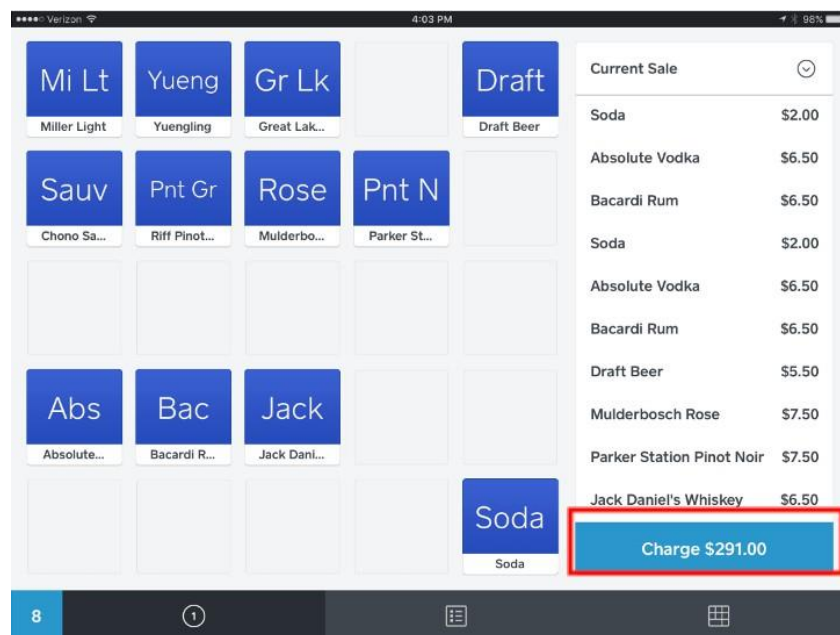


BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

- To delete an item that may have been punched in accidentally, swipe left on the item in the current sale list, then click delete.

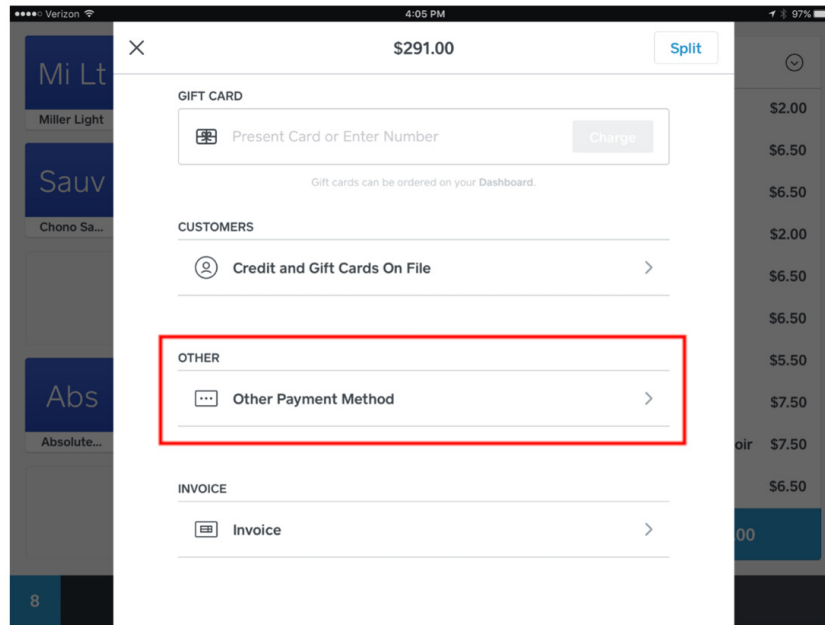


- When your total is getting up into the hundred-dollar range, you should ring in the charges, so the data is not lost.
- To do this, click the Charge \$_____ button at the bottom of the current sale box.

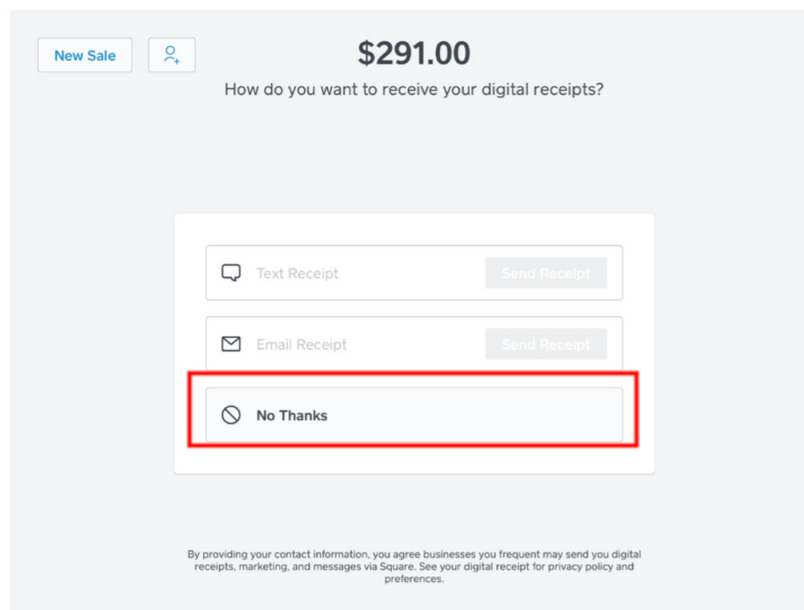


BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

7. For a hosted bar, you will scroll down and select the “other payment method” option.

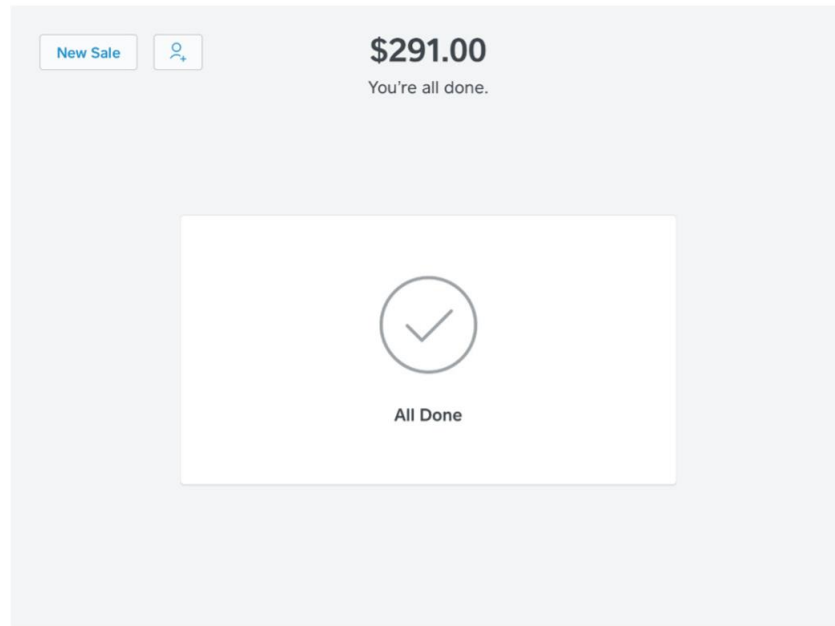


8. On the next screen, select “other”, then click tender in the top right corner.
9. On the next screen, when it asks how you would like to receive the receipt, click No Thanks.



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

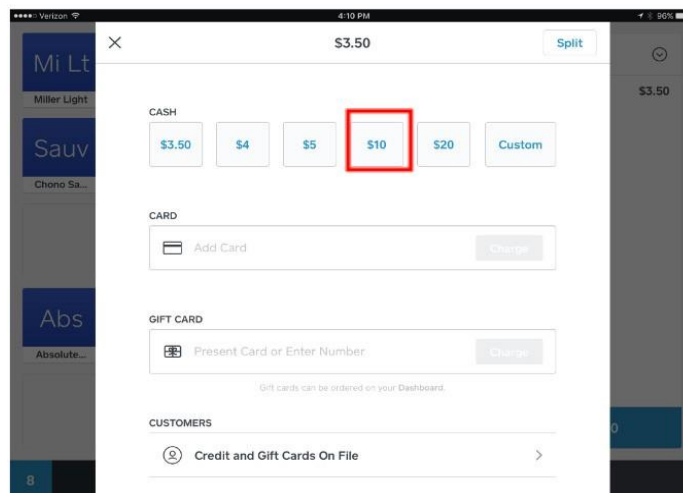
10. Once that is completed, you can tap on the screen to take you back to the home page.



11. At the end of the event, once the bar is closed, you must follow this process to close out the iPad so that all sales are submitted.

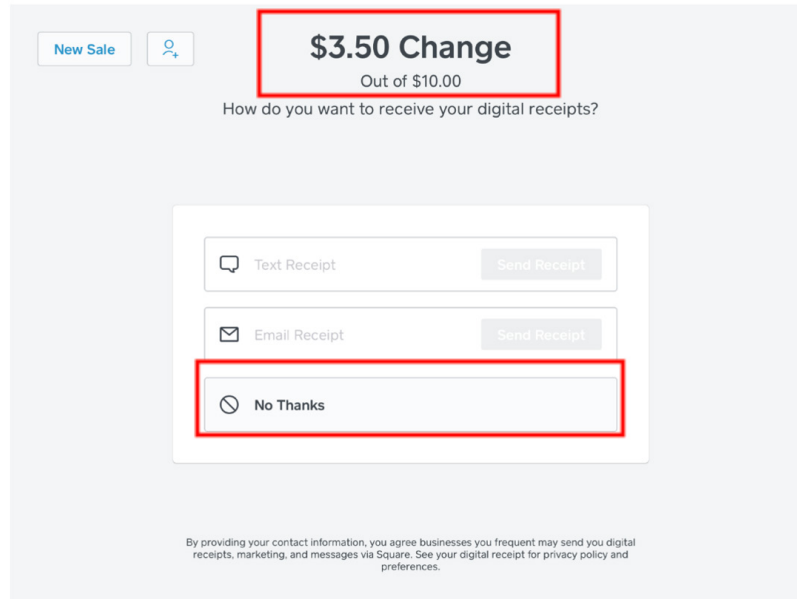
Cash Bar Ringing Instructions

1. If the event has a cash bar, you will need to ring in the drink and charge the guest after each order
2. To do this, select the icon of their drink order, then click the Charge \$_____ button at the bottom of the current sale box
3. If they are paying in cash, select the dollar bill amount they have given you, or custom if the bill amount is not shown.

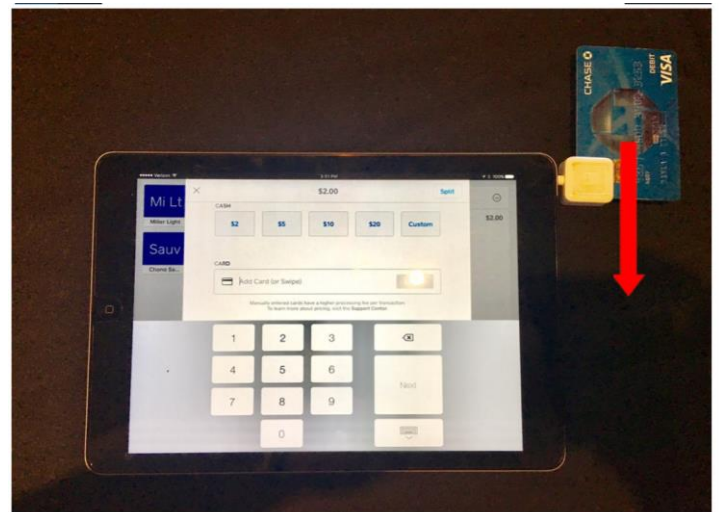
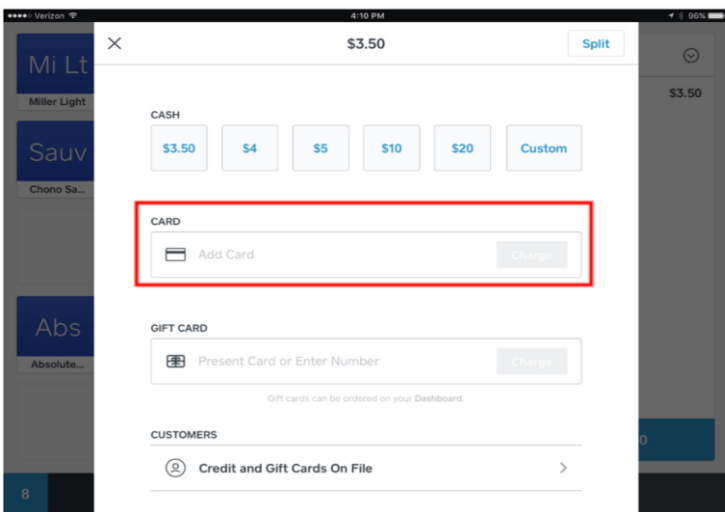


BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

4. The next screen will show you how much change you are to give the guest. Give the guest their change and click no thanks for the receipt option.

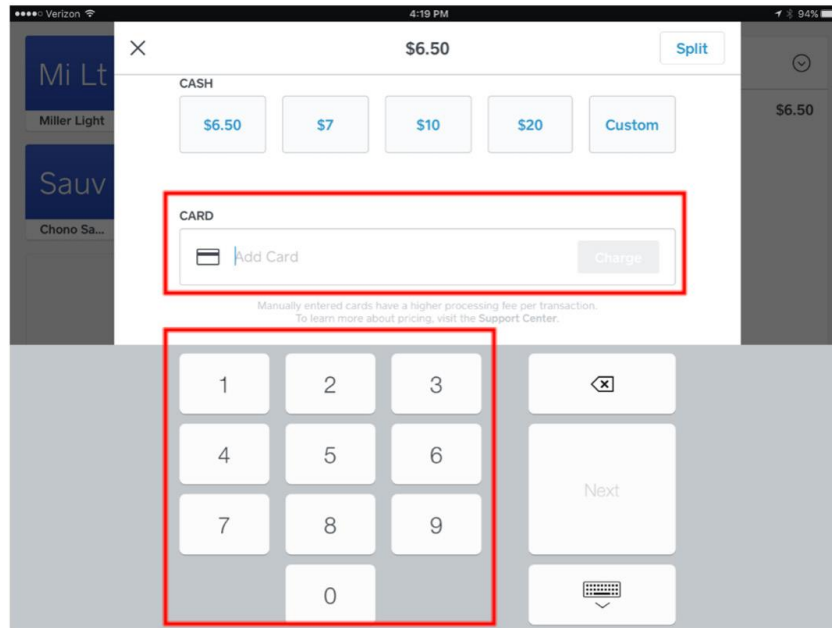


5. If a guest pays with a credit or debit card, select the "card" option, then slide their card through the attached square reader.



BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

6. If the card is not reading through the square, you may type in the in the card number manually with the expiration date and security code. It will ask you for a billing Zip Code if you use this method.



7. If it asks the guest for their signature, hold the iPad for the guest to sign with their finger.
 - Again, hit “No Thanks” for the receipt
 - Together & Company does not accept any checks to be made out at the bar*

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Host Bar to Cash Bar process

- Bar Supervisor is to monitor bar tab. When tab is close to max, Bar Supervisor is to alert the Event Manager or Front of House Supervisor who will then confirm with host that they are ready to switch to cash and if they need any additional drinks prior to switch
 - If client chooses not to switch to cash, Event Manager or Front of House Supervisor must have the client sign off on the Cash Bar Acknowledgement Form
 - HLCH located in AV Closet
 - Fives located in file organizer in basement next to communication board
 - Digital copy on TC Team Member Portal
 - Sign and include with End of Night Paperwork

Switch to Cash Bank

- Bar Supervisor will be given the bank by the Event Manager
 - Bar Supervisor to fill out and initial the Cash Bank Receipt
- Bar Supervisor to setup cash banks prior to bars opening
- At close of event, Bar Supervisor counts the drawers, records on Cash Bank Receipt, confirms with either Event Manager or Front of House Supervisor, places cash bank sheet in bag
- Event Manager or Front of House Supervisor to communicate to Bar Supervisor to switch Bar team over to cash bar at which time
- Bar Supervisor will communicate to bar staff that they must switch to cash process

Cash Bar Bank Process

- Cash bars will be noted on Bar BEO
- Bar Supervisor will be given the bank by the Event Manager
 - Bar Supervisor to fill out and initial the Cash Bank Receipt
- Bar Supervisor to setup cash banks prior to bars opening
- At close of event, Bar Supervisor counts the drawers, records on Cash Bank Receipt, confirms with either Event Manager or Front of House Supervisor, places cash bank sheet in bag

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Pour Process

- All liquor pours are to be 1.5 ounces
- All wine pours are 5 ounces
 - Table side wine service is 4oz.
- NO SHOTS!!
- NO DOUBLES
- NO NEAT DRINKS
 - We do not allow drinks to be served “neat.” This is to stay in line with our “no shots” policy.
 - If a guest asks for a drink neat, you can use the following verbiage. *“I unfortunately cannot serve you a neat drink, however I am more than happy to put one or two ice cubes in it for you.”*
 - *It is extremely important that we all stick to this policy* so that we can provide excellent and consistent service to all our guests. If you have any further questions, please do not hesitate to reach out
- Max drinks 2 per guest (especially if they just asked for shots or doubles)
- Size of glass does not impact pour amounts or recipes
 - Glassware size varies from venue. Pour according to recipe not glass size



Garnishing

- Garnish Guidelines:
 - Vodka: Lemon/Lime, Olive, Cherry
 - Rum: Lime or Orange if fruity Drink
 - Gin: Lime, Olive, Cherry
 - Whiskey: Lime or Cherry
 - Tequila: Lime or Orange
 - Scotch: N/A
 - Bourbon: Orange twist, Cherry, Lemon Twist
- Custom garnish
 - Wedge or wheel is classic, functional, and pretty
 - Twist or slice is for more refined cocktails for hint of flavor or aroma
 - Chunks or muddled is used to extract juice

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Popular Drink Requests

What to do when a guest says, I do not' know what I want but make me something fruity...." the following are some examples and there is a recipe for each on the recipe card ring within the bar kits.

- Dirty Shirley: Vodka, Grenadine, Sprite, Cherry
- Cosmo: Vodka, Triple sec, Lime Wedge, Cranberry
- Gimlet: Vodka, Simple Syrup, 2 Lime Wedge
- Sex on the Beach: Vodka, Peach Schnapps, OJ, Cranberry
- Sea Breeze: Vodka, Grapefruit, Cranberry
- Bay Breeze: Vodka, Pineapple, Cranberry
- Rum Punch/Runner: Rum, Pineapple, OJ, Ginger Ale, Grenadine, Lime Wedge
- Paloma: Tequila, Grapefruit, Lime Wedge
- Margarita: Tequila, Sour Mix, Triple Sec, Lime Wedge

Batched Specialty Cocktails (TC Seasonal Cocktails)

Batched specialty cocktails are sold in advance and added to the contract. If a specialty cocktail is included on an event it will appear on the Bar BEO

- A recipe, mixing & garnishing directions will be included on the Bar BEO and drink card ring located in bar kits
 - Specialty Cocktails are sold by batches of 50
 - When the Specialty Cocktail runs out, it is out
- Batched specialty cocktails have already been added to the client's contract and paid for.
 - You do ring these in using the **Batched Cocktail** button
 - It will have a \$0 amount, **DO NOT** adjust the price
 - This is done for tracking purposes

Wine & Champagne Service, Passed Drinks, & Charge Process

Wine or Champagne service with meal requires pre-prep and delegation to ensure excellent guest service.

- White wine and Champagne should be pulled and placed in the cooler
- Red wine should be placed in the case, behind the designated bar
 - If special order, inventory is not necessary
 - If additional wine bottles are needed for service, they **MUST** be added to the inventory pull total
 - After wine service complete, Bar Supervisor is to count remaining inventory and enter total sold glasses of bottles into square
 - Champagne is sold by bottle – prepaid, unopened send home with client

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Beverage Passing Service and Satellite Mini Bars

- Passed cocktails including specialty cocktails, passed wine, beer, and satellite bars will be managed with oversight of the Bar Supervisor
- Passed beverages must come from one designated, pre-delegated bar
- Passed beverage must be documented when poured and entered into the POS System by the Bar Supervisor

Coming Out from Behind the Bar

The pace of guest service ebbs and flows during an event. Often the pressure on bars diminishes during and after dinner service. The Bar Supervisor and staff will react to periods of lower guest need by coming out from behind the bar to assist the FOH team.

- During dinner service bar staff should help clear empty glassware, fill waters on tables and generally assist as needed on the floor
 - Stay in the general area of assigned bar in order to move quickly back into position if a line forms
 - There must always be at least one bartender behind the bar even during slow periods
- Bar staff may be called on to assist with wine/champagne service during dinner when included on the contract

Bar Closed During Dinner Process

It is the client's decision if the bar closes during dinner and will be communicated on your event paperwork.

- If the bar closes during dinner one bartender must always be present at the bar
- It is the responsibility of our team members to let guests know that "the bar is closed during dinner service and reopen after dinner, per the hosts request."
- We will not serve guests drinks during this time
- If a bartender is not assigned to stay at the bar while it is closed, then are to help restock the bar, clear plates on the floor, or help with breakdown in the BOH area.

Wine Bottles Open Bottle Management

Bar Supervisor to ring in open bottles of wine at end of night. Must not exceed 1 open bottle per varietal per bar location.

- 1 open varietal per bar location at end of night, in area where there is more than one bar, begin to slim down stock and share wine and individual cans/bottles of mixers
- Bar Supervisor to gather open bottles and ring into square

Liquor Bottles Open Bottle Management

Bar Supervisor are to write with a black sharpie the date on any open bottle of liquor and then place back into the liquor cage

- If you see any open bottles that are a part of your pull, take the open bottle first and use

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Underage Drinking in Ohio: Child Permission to Drink Under Parent (legal Guardian) or Spouse Supervision

Ohio state law does allow for parents to allow their children (or spouses who are over the age of 21 to allow their underage spouse) to consume alcohol, under certain circumstances.

For a parent to consent for a minor to consume alcohol, the parent has to be physically present with the minor and supervising the minor at all times. The parent assumes all responsibility and consequences should the minor cause damage or injury.

Restaurants, Event Venues, and Bars are legally allowed to serve alcoholic beverages to parents, knowing it will be consumed by a minor, but are also allowed to refuse to serve alcohol to a minor. It is at the discretion of the individual establishment.

Together and Company Policy

Together and Companies policy is that we do not serve any minors.

If a parent/legal guardian or spouse orders for a minor, the bartender is to ask for the ID of the individual that they are ordering for.

If ANY staff member witnesses a guest ordering/serving an alcoholic beverage to an underage guest, it is the staff members responsibility to tell the FOH or Bar Supervisor.

- The FOH or Bar Supervisor should then ask for the underage guests ID
- If they do not have an ID, then the drink is to be taken away and explain that is our company's policy to serve only individuals 21 years of age
- If the parent/guardian or spouse becomes upset about this, it is our companies right to refuse to continue to serve that guest
- If the situation escalates, the guest/guests will be asked to leave the venue

Alcohol Service/T.I.P.S. Practices/Handling Intoxicated Guests

Together & Company believes in responsible service of intoxicating beverages follows TIPS responsible alcohol service best practices. All policies regarding the service of alcohol are in place to protect the company, the bar professional, and our guests. While this is not a comprehensive list of policies, we have a zero-tolerance policy regarding non-compliance. Bar staff who do not follow these policies will be terminated if employees, and not permitted to accept shifts if temporary staff:

- DO NOT serve any guest under the age of 21
- DO NOT serve a guest to intoxication
- DO NOT serve an already intoxicated guest
- DO NOT allow guests to bring in OR consume outside alcohol
- DO NOT allow intoxicated guests to drive
- DO NOT serve shots to guests
- DO NOT serve doubles to guests
- Document all incidents that occur with intoxicated guests

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

10 Signs of Intoxication

1. Loud speech
2. Overly friendly to other guests and employees
3. Drinking too fast
4. Ordering doubles
5. Annoying other guests and servers
6. Complaining about drink size or drink strength
7. Argumentative
8. Aggressive, belligerent, obnoxious, or mean
9. Making inappropriate comments about others
10. Foul language

How to Handle Intoxicated Guests

The way you respond to a guest who is on the way to over-drinking is the key to whether they accept your intervention. The following are guidelines for you to use when intervening.

1. Decide on an appropriate response based on your guest's behavior cues
 - You can control a situation by how you speak to the guest. If you speak in an even tone, you can maintain control and avoid escalating the guest's behavior
2. Alert the Bar Supervisor, Event Manager, or FOH Supervisor when a guest becomes intoxicated and needs to be cut off from drinking
3. Always stay calm, deal with the situation in a friendly manner
4. Never argue with the intoxicated guest
5. Never embarrass the guest, especially in front of other people
6. Invite the problem guest to an area away from other guests, where you can talk
 - Listen and empathize with the guest
7. Acknowledge your guests anger or frustration, but also remind them that this is a place of business that must follow State of Ohio laws, and you are responsible for the venue, their safety, and the safety of the other guests at the venue and don't want to see anyone get hurt
8. If you cannot calm the guest down or convince them to stop what they are doing, a supervisor will find the event host or delegate
9. If a supervisor decides to ask this person to leave, remember that the company is still responsible for their safety
 - Get someone to drive them home, call a cab, or ride share company
 - If the situation gets out of control, call the police

BAR SETUP: SETTING UP THE BARS, & THE TEAM FOR SUCCESS

Last Call

- Bars that are open only during cocktail hour will not announce last call
 - At close of cocktail hour, bar staff is to remove display alcohol and all items from the bar front to signify the bar is closed.
 - Guests attempting to order “just one more” are to be invited to the open bars in the main event space.
- 30 Minutes prior to event end time, there will be a Soft Last Call
 - Do not make announcements regarding last call, simply begin putting items away and cleaning up
- 15 Minutes prior to event end time, BAR is CLOSED
 - No announcement, simply close bar

Tipping & Gratuity

Cash Bars & Tipping

- Tipping and tip jars are acceptable on most cash bars dependent on client approval
- A tip jar will be provided for use
- All tips become part of the overall tipping pool for the entire team working the event
- All tips will be turned into the Bar Supervisor at the end of the shift
 - Not turning tips into the Bar Supervisor is grounds for dismissal for TC staff and automatic three strikes for guest staff
 - Pocketing a tip under any circumstances is grounds for immediate dismissal for TC staff and automatic three strikes for guest staff

Host Bars & Tipping

- Tipping on host bars is discouraged and a tip jar will NOT be placed in a visible location
- Bartenders are to politely refuse offers of tips by responding that tipping is unnecessary, and it is our pleasure to serve you.
 - If a guest leaves a tip anyway, place in communal jar out of sight of guests
 - Soliciting tips from guests or accepting tips without first declining is grounds for immediate dismissal for TC staff and automatic three strikes for guest staff
- All tips will be turned into the Bar Supervisor at the end of the shift
 - Not turning tips into the Bar Supervisor is grounds for dismissal for TC staff and automatic three strikes for guest staff
 - Pocketing a tip under any circumstances is grounds for immediate dismissal for TC staff and automatic three strikes for guest staff

POST EVENT: LEAVE IT BETTER

End of Shift Management

The Bar Supervisor is responsible for counting and returning the unused alcohol to the correct location after the event.

- Bar Supervisor is to inventory and record all unused bar stock on the Pull Sheet prior to putting stock away
- Opened wine is not to be returned to inventory, it is to be thrown away
 - Staff may NOT take home opened bottles of wine
- Unopened wine and beer that has been chilled is to be returned to the walk-in cooler
 - Beer is to be placed in tubs or crates on shelves
- Unopened wine that has not been chilled is to be returned to the cage/storage area
- Bottles and cans including soda and mixers that have not been chilled are to be placed in bus tubs and returned to the proper area in the cage
- Shelf stable mixers which have been opened are to be placed on the bar stock shelf
- Refrigerated mixers which have been placed in a secondary container are to be discarded.
 - If they remained in the original container they may be resealed and placed in the walk-in cooler for future use provided they are not out of date

POST EVENT: LEAVE IT BETTER

Submitting End of Night Paperwork

All Supervisors are required to complete paperwork on their event within 24 hours. If the event falls on a weekend, comment sheets must be submitted by 8am on Monday morning. The following outlines the process for submitting paperwork.

1. Supervisor Comment Sheets are on the Together and Company website (Team TC page)
2. During the event, pay attention to what may be important to include in your summary. If helpful, write down important details in a notebook.
3. After 72 hours, you will no longer have access to the event sheet.
4. For sensitive feedback or personal related issues, e-mail Field and beverage Manager, Sales Partner, or Event Designer.
5. After completing the comment sheet, Supervisors will be prompted with a link to submit any attendance strikes, if necessary.

General Guidelines

- Comment sheets are intended to tell the story of the event and should be an honest assessment
- Critical feedback is welcomed for continuous improvement
- Be mindful of audience and follow up separately if unsure about feedback's constructive nature
- Think carefully about word usage and how you frame your comments
- Avoid sarcasm
- Use positive words not negative
- Avoid using all capital letters as it can read like you are screaming your intentions

Best Practice for Paperwork

- Jot down the root issue as well as solutions
- Include questions about WHY we may have done something a particular way
- If you experienced a particularly frustrating event, write your notes while fresh but wait until the next day to complete the summary. A little distance from the event helps clarify what is actionable
- Review Email Paperwork Etiquette prior to sending in your paperwork
- Be specific in your comments
 - ⊗ "Batched cocktail wasn't good"
 - ✓ "Batched cocktail was missing the simple syrup and we had to make our own"
- Convey client and guest perceptions
 - Describe the event from a client's viewpoint, note if the event was impacted and what was the resolution