SITHFAB023 Operate a bar (Release 1) - Resource

Hospitality

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COURSE INTRODUCTION

ABOUT THIS GUIDE

This learner guide covers the following unit of competency

SITHFAB023 Operate a b

This unit describes the performance outcomes, skills and knowledge required to prepare a bar for service, take drink orders, prepare and serve alcoholic and non-alcoholic beverages and close the bar down. Customer service and selling skills are found in other units.

This unit applies to any hospitality organisation which operates a bar including hotels, restaurants, clubs, cafes, and wineries.

The unit applies to bar attendants who operate with some level of independence and under limited supervision.

ABOUT ASSESSMENT

This guide contains a range of learning activities which support you in developing your competence. To apply this knowledge to your assessment you will be required to complete the assessment tools that are included in your program. The assessment is a competency based assessment, which has no pass or fail; you are either competent or not yet competent. This means that you still are in the process of understanding and acquiring the skills and knowledge required to be marked competent.

For valid and reliable assessment of this unit, a range of assessment methods will be used to assess practical skills and knowledge.

Your assessment may be conducted through a combination of the following methods:

- Observations
- Questioning
- Project
- Written assignment
- Evidence gathered from the workplace environment
- Demonstration over a period of time to ensure consistency of performance

The assessment tool for this unit should be completed within the specified time period following the delivery of the unit. If you feel you are not yet ready for assessment, discuss this with your trainer.

To be successful in this unit you will need to be able to join your learning to your work place, this should be achievable for those who are employed; those who are not yet

employed will be required to use observations of examples that can take place in a kitchen environment.

PERFORMANCE AND KNOWLEDGE EVIDENCE

PERFORMANCE EVIDENCE

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

Safely and efficiently set up, operate and close down a bar over at least three different service periods, including at least one peak service period

Prepare alcoholic and non-alcoholic beverages that meet customer requests within required timeframe during the above service periods

Use the correct equipment, ingredients and standard measures to prepare the above alcoholic and non-alcoholic beverages

Interact with a diverse range of customers during the above service periods, determining their preferences and offering suitable products in a clear and professional manner.

KNOWLEDGE EVIDENCE

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

Different types of bars and bar service for different industry sectors and those relevant to events and functions

Meaning and role of mise en place for the service of alcoholic beverages

Organisational procedures for operating the bar:

- display stock and ancillary bar products
- mise en place requirements for bar products
- presentation of beverages
- procedures for opening and closing the bar
- procedures for reordering stock

Items requirements for set-up of bar:

- a variety of mixed drinks
- beers
- edible and non-edible garnishes and accompaniments
- fortified drinks

- manual and electronic cash registers
- credit and electronic funds transfer at point of sale (EFTPOS) equipment
- non-alcoholic beverages
- spirits
- wines

Major types of beverages, their characteristics, preparation and service:

- mixed drinks
- basic and popular cocktails
- beers
- fortified drinks
- non-alcoholic beverages
- spirits
- wines

Requirements and procedures for different types of bar service:

- cash drinks
- dry till
- inclusive packages
- open bar
- pre-set drinks
- set limits

Available options to meet specific customer preferences relating to:

- brand
- garnishes
- glassware
- ice
- mixers
- strength
- temperature

Operational features, safety and hygiene issues for the following bar equipment:

- dispensing systems
- glass-washers
- ice machines
- refrigeration

Organisational procedures for noting relevant information during handover duties on completion of shift:

- Current customer information:

    - drink preferences
    - problems arising with customers during the shift
- issues relating to beverage quality
- stock requirements

Safety issues and safe work practices of specific relevance to bar operations:

- overview knowledge of AS5034 Installation and use of inert gases for beverage dispensing
- access to restricted areas containing inert gas equipment
- specific dangers of inert gases used in beer and post-mix systems, how they apply in different hospitality environments and the measures required to ensure worker and customer safety
- issues and requirements around the types of chemicals used in bar operations
- requirements for appropriate signage of areas where gases and chemicals are used
- scope of responsibilities of different workers and contractors for bar equipment
- safe manual handling techniques

Environmentally sound methods to use cleaning agents and equipment, water and energy when operating a bar, the impact of these on the environment, and minimal impact practices to reduce their use

Correct and environmentally sound disposal methods for bar waste:

- hazardous substances
- recyclable glass
- plastic bottles and containers.

LEARNING OUTCOMES

At the end of this training program you should be able to:

- Set up, operate and close down a bar for multiple service periods
- Prepare a diverse range of drinks, both alcoholic and non-alcoholic to meet diverse customer requests
- Use the correct equipment, ingredients and standard measures to prepare alcoholic and non-alcoholic beverages
- Work with speed and efficiency to deal with numerous service and operational tasks simultaneously
- Integrate knowledge of:
    - Different types of bars and bar service
    - Organisational standards for operating the bar
    - Major types of beverages and their characteristics
    - Safety issues and safe work practices of specific relevance to bar operations

Assessment must ensure use of

- An operational commercial bar with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines; this may be a:
    - Real industry workplace
    - Simulated industry environment such as a training bar servicing customers
- Industry realistic ratios of bar staff to customers
- Commercial bar menus, brochures, price lists and promotional materials currently used by the hospitality industry
- A wide commercial range of bar stock including wines, beers, spirits, liqueurs and non-alcoholic beverages

You will be provided with more information related to the assessment of this unit in the Assessment Record

TOPIC 1 - PREPARE BAR FOR SERVICE

SET UP BAR DISPLAY AND WORK AREA ACCORDING TO REGULATORY AND ORGANISATIONAL STANDARDS AND STYLE OF BAR SERVICE

A bar is where patrons gather to eat and drink, while wait staff pick up their beverages and cocktails. Te set-up of a bar depends on your restaurant's size, theme and liquor license. Some bars are service only, meaning it does not serve customers directly; it is just for staff to order drinks. Other full service bars offer drinks as well as a limited or full menu. Bars may double as a wait station, where servers can pour their own drinks or it may be strictly off limits to staff, except for the bartender.

Liquor licenses vary and one license may cover all alcohol while others only cover wine and beer.

Ideally there should be about two feet of space in between bar stools to accommodate patrons.

Lighting in the bar should be subtle. Not so dark customers can't read the menu, but definitely not too bright. Recessed lighting and track lighting with dimmer switches allow you to control the light, adjusting it for the time of day.

Your wine and beer salesperson can outfit you with free merchandise, like glasses, decorative mirrors and other display items. Find out what you can get for free before buying decorative items.

CHECK AND RESTOCK BAR PRODUCTS AND MATERIALS AND COMPLETE DOCUMENTATION

Bar staff will have to restock the fridges, replace spirit, wine, and juice bottles, replacing ice, and other materials required for successful operation of the bar during their shift. Part of the process is to ensure effective presentation of items in fridges i.e. Labels facing the customers and neatly stocked in rows.

The bar is the nerve centre of a busy venue. A well-stocked bar is essential for a venue to run smoothly during each shift. Before every shift each station should be checked, to make sure it is fully stocked. Following each shift the staff should restock as part of their side jobs. Paperwork required for restocking must be completed in accordance with the standard operating procedures of the venue.

Items at each station include but are not limited to:

Post mix station

- Glasses
- Straws
- Ice bin with scoop
- Coasters
- Floor mats

Fridges

- Milk
- Glasses
- Fruit garnishes
- Fruit Juices

Bar

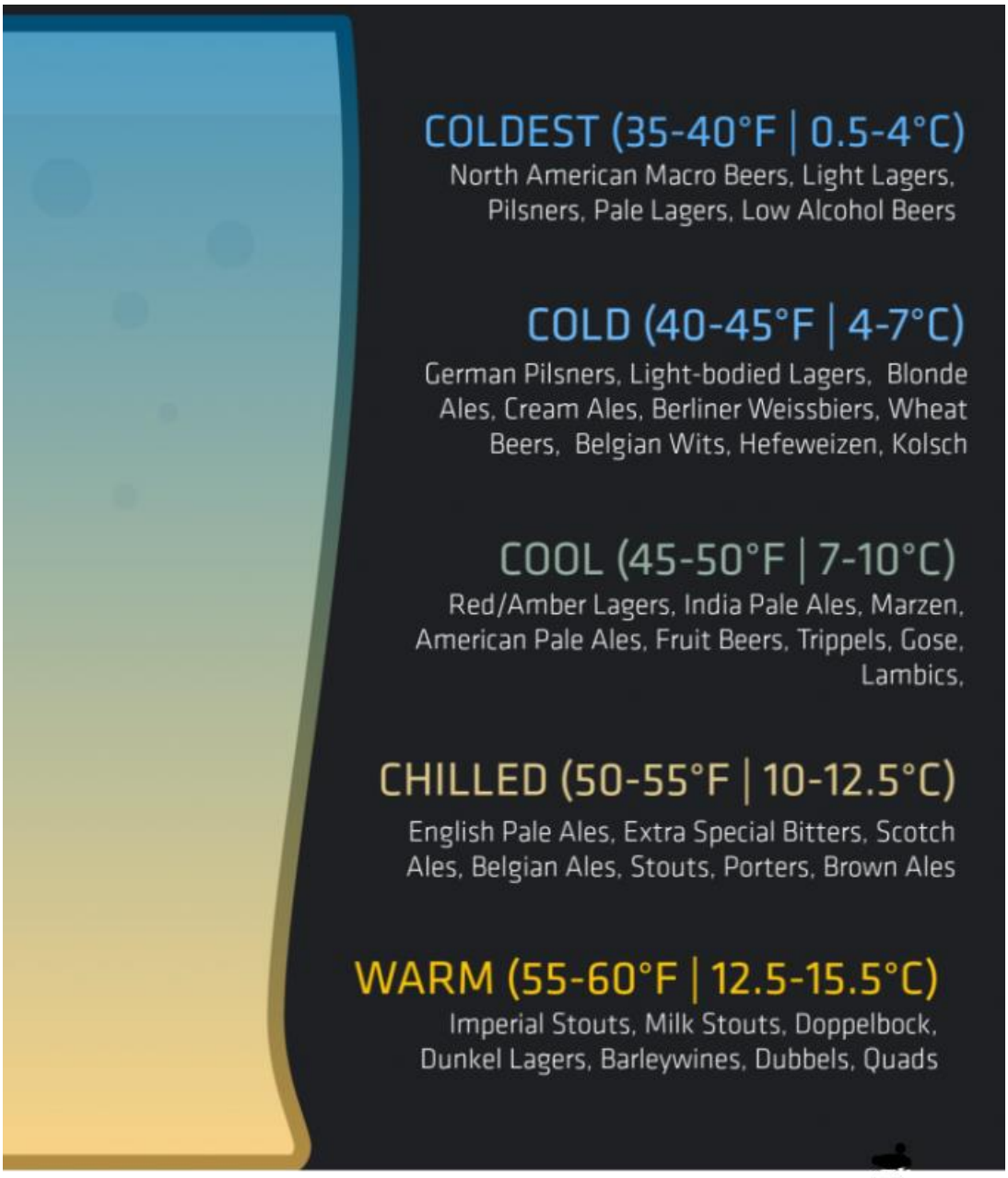
- Hand soap/ sanitizer dispenser
- Paper towel dispenser
- Coasters
- Straws (long and short)
- Ice bin with scoop
- Floor mats
- Trays
- Glass cleaning trays for dish washer
- Bar snacks
- Bar mats
- Cleaning cloths
- Serviettes

STORE ALL ITEMS IN CORRECT PLACE AND AT CORRECT TEMPERATURE

In order to maintain a quality beverage the location and temperatures must be considered. See below for optimum temperatures.

BEER

Like wine, the temperature at which beer is best served depends on the beer itself. Drinking beer at the temperature that the brewer intended it to be drunk at allows you to really taste all the flavour profiles in the beer. Below are suggested temperatures for types of beers. For specific beers, most brewers will list this information on their website



Storage Temperature

The ideal temperature to store wines is between 13.25°C & 15.25°C.

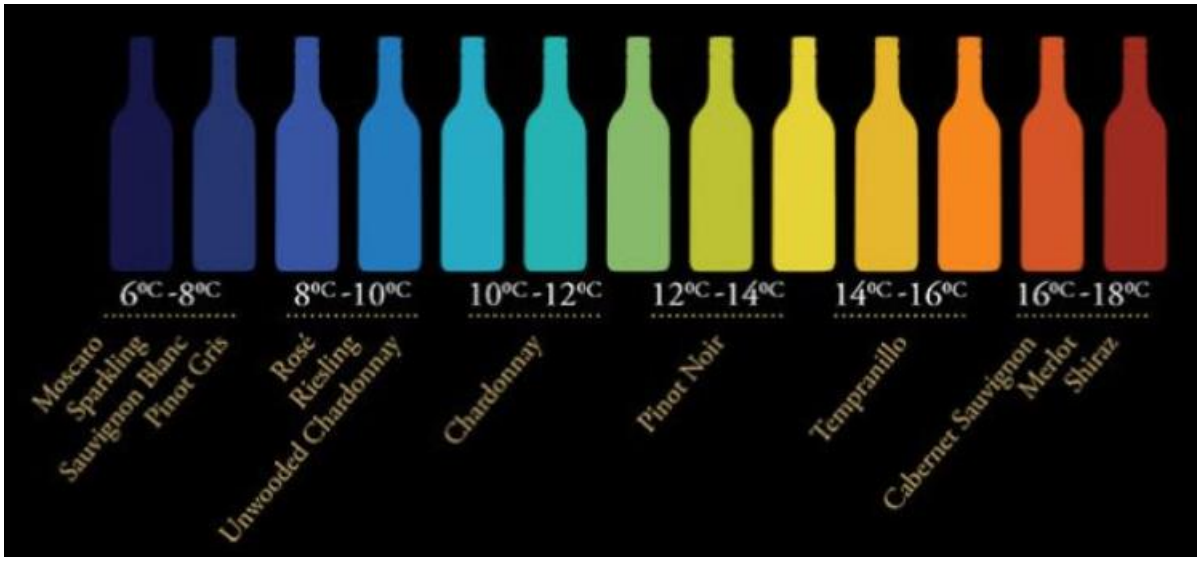
In general, any temperature between 5.25°C & 18.25°C will suffice as long as it remains constant. The degree and the speed of the temperature change are critical. A gradual change of a few degrees between summer and winter won't matter. The same change each day will harm your wines by ageing them too rapidly.

The most important rule when storing wine is to avoid large temperature changes or fluctuations. You'll notice damage of this nature straight away from the sticky deposit that often forms around the capsule. Over time the continual expansion and contraction of the wine will damage the 'integrity' of the cork.

It's like having the cork pulled in and out again every day. When this happens, minute quantities of wine may be pushed out along the edge of the cork (between the cork and the bottle neck) allowing air to seep back in. Once the air is in contact with your wine the irreversible process of oxidation begins and your wine is ruined. At 13.25°C & 15.25°C the wine will age properly, enabling it to fully develop. Higher temperatures will age wine more rapidly and cooler temperatures will slow down the ageing process.

Serving Temperature

Wine experts around the world have come up with the optimum temperature range for different grape varieties and styles. Typically, the darker and heavier wines are best at around 16-18°C and champagnes and sparkling and light whites at 6-8°C



COMPLETE MISE EN PLACE REQUIREMENTS FOR DECORATIONS, COASTERS, EDIBLE AND NON-EDIBLE GARNISHES ACCORDING TO ORGANISATIONAL STANDARDS

Service equipment needs to be clean and in good repair, ready for customers.

This includes:

- Glassware
- Decorations
- Overlays and napkins
- Menus and wine lists
- Coasters
- Trays
- Serving utensils

All these items will have their place at the bar and it is your job to ensure they are all in their place and there is enough for the shift.

You will also need to ensure the garnishes are prepared ready for customers.

This may include cutting fruit, placing foods into tubs ready for service and washing the olives. All of these tasks are to be prepared prior to service to ensure a smooth operation during the service period. Always ensure you know what needs to be done and you have it ready on time.

TOPIC 2 - TAKE DRINK ORDERS

TAKE ORDERS, NOTE OR MEMORISE THEM CORRECTLY

Beverage orders should be taken as soon as the customer is comfortably settled, whether it is at a bar, table or in a lounge. Remember the following points:

- When taking orders make sure you clearly understand them and that they are precise, so that the guests receive what they have ordered. If you are not quite clear on what they have said don't hesitate to confirm it with the guest.
- If there are several guests, write down the orders in logical order so that you place the drinks correctly when they are served.
- Avoid the use of abbreviations, they can cause confusion.
- Different venues have different methods for recording sales. Whatever the system in use, hand written dockets, a cash register or a computer system, it is essential that you record all items sold in the appropriate way.
- In a restaurant, the wine order is usually taken after the guests have selected their food. Additional orders for wine may be taken throughout the meal, indeed if the guests glasses are empty, you can ask the guests if they would like another glass or bottle.
- The order for after dinner beverage items should be taken prior to the coffee service so that the drinks can be served with the coffee

When a customer is happy, let them know that you appreciate their business and look forward to having them back. When they're unhappy, find out why, and what you can do to make it better.

Using positive, take-charge phrases will help you gain your customer's respect, which in turn improves your image in their eyes. It also helps with hard-to-please customers, who tend to make more demands when they view you as just a messenger.

Bar staff, as a general rule, simply do not have the time to be writing down orders or looking up mixed drink recipes. In order to be successful, they must be able to instantly recall the steps and ingredients necessary to make any drink the customer orders. The longer it takes to make the drinks, the less money is made.

However for servers starting out, it is best to write down orders. Use a server pad and write the orders down. You can mark the female guests on this pad, if you want to serve them first.

CHECK AND IDENTIFY SPECIFIC CUSTOMER PREFERENCES

Most people who order an alcoholic beverage order specifically. If they want a Grey Goose vodka martini straight up with olives then they'll say so. Some just say I want a martini, then you ask "vodka or gin" "dirty or dry" "up or on the rocks" Always ask what brand of vodka or gin. If it's a margarita as "frozen or on the rocks" "salt or no salt." The most important thing is when people order vodka, gin, rum, tequila, ask them what kind. Try to upsell (sell higher priced liquors). For example; someone orders a vodka and cranberry, ask Absolut or Grey Goose? This gives you a low price and a high price. Learn what you sell and don't sell.

Nothing like asking your table what they want to drink, telling them you have it, then finding out you don't carry it and have to go back and ask them.

Always try to upsell to "top shelf" drinks. This increases profits and demonstrates your knowledge of the drinks being served.

The only time you really need to ask about "on the rocks" is if they ask for a straight spirit, - ask the customer if they would like it "neat" (meaning not with ice, basically poured straight from the bottle) or "on the rocks".

MAKE RECOMMENDATIONS AND SUGGESTIONS TO ASSIST CUSTOMERS WITH DRINK SELECTION, AND PROMOTE OR UP SELL PRODUCTS

An efficient bartender's first aim should be to please his customers. Paying particular attention to meet the individual wishes of those whose tastes and desires he has already watched and ascertained; and, with those whose peculiarities he has had no opportunity of learning, he should politely inquire how they wish their beverages served, and use his best judgment in endeavouring to fulfil their desires to their entire satisfaction.

To determine a customer's needs, it is vital to effectively gather information from them. You need to exhibit an ability to question your customer in a non-threatening and conversational manner. Questions should be asked in a logical order so that each question has a bearing on the next. This ensures that the customer has the opportunity to include information in a logical manner and is not confused as to why you are asking the questions.

RECEIVE AND PROCESS CUSTOMER PAYMENTS

Part of your role in bar tending is to process customer payments. This involves calculating the total cost of beverages and food ordered as well as taking the payment from the customer.

When taking cash from a customer:

- Call the amount tendered
- Place the amount tendered into the note clip on the register until the customer has received their change
- Count back the change to double-check yourself
- Avoid being distracted by other people while processing a transaction

Here are some tips on handling cash and payments from customers:

- The cash drawer must be closed after each transaction.
- Never leave an open cash drawer unattended under any circumstances.
- The register must be locked and the key removed whenever it's unattended.
- Never count money in view of the customers.
- The maximum amount of cash allowed in the register will be advised by the venue.
- Any excess cash should be removed by the manager.

TOPIC 3 - PREPARE AND SERVE DRINKS

PREPARE ALCOHOLIC AND NON-ALCOHOLIC BEVERAGES ACCORDING TO LEGAL AND ORGANISATIONAL STANDARDS, USING THE CORRECT EQUIPMENT, INGREDIENTS AND STANDARD MEASURES

No matter whether you are preparing alcoholic or non-alcoholic beverages you will need to follow all guidelines and procedures for responsible service that your organisation has in place. Below are a few general requirements that are fairly standard in all organisations:

TYPES OF COCKTAILS:

Cocktails can be separated into two main categories:

- Short drinks typically contain between 60 to 120ml. of liquids and tend to be consumed as a digestive drinks. These Short Drinks are strong and contain a lot of alcohol.

- Long drinks typically contain between 120 and 250ml. of fluids and can be enjoyed as aperitif or as a thirst quenching daytime beverage, as they are less strong than the short drinks.

Professional bartenders will divide the cocktail families much further and will use words like: collins, fizzes and flips, all of which will be discussed elsewhere in this learner resource.

COCKTAIL PREPARATION:

Although, in principle, all combinations are possible and the number of cocktail recipes is therefore nearing on infinite, there are some basic rules that need to be observed:

- Combining 2 "bad" products can never come to a positive result
- Neither a short drink nor a long drink should contain more than 7 cl. of alcohol
- Never combine 2 types of "eau-de-vie" in one cocktail recipe. Never mix grain based spirits (gin, vodka, whisky) with a wine based spirit (cognac)
- Dairy products like milk, cream and eggs do not combine well with fruit juices
- Always follow the order of the cocktail recipe
- It is wise not to mix more than 5 different ingredients

TECHNIQUES:

- By the glass: pour every ingredient directly into the glass and serve the cocktail after stirring it thoroughly. This technique is not efficient when serving a group of customers the same cocktail. In that situation we advise to use mixing glass or cup.
- In a mixing glass or cup you can make more of the same recipe for several people which you can later cool by pouring it over ice cubes and stirring strong for no more than 10 seconds.
- In a cocktail shaker: pour the ingredients over ice cubes. Close the shaker and shake it for about 10 seconds, after which you pour the mix into the glasses, using a strainer so that the ice will remain in the shaker. In a shaker it is easier for the ingredients to blend resulting in a true emulsion. Sometimes an electronic mixer / blender can be used to grind the ice cubes.

Whenever you make cocktails, it is best advised to utilize fresh juice because they give a fruitier and more natural drinking experience. In addition, they are thinner than packaged or canned juice, which makes them lighter and far better mixers.

It is also crucial to follow the sequence of the mixed drink in order to obtain the most excellent taste. The first step is to put the hard spirit, then the enhancer or liqueur, followed by the mixer and put bitters if needed, and last would be to garnish the cocktail. This is the fundamental mixed drink procedures and must be utilized when applicable. Concocting a Woo Woo for instance, you first have to put the vodka (spirit), after that would be peach schnapps (enhancer) and finally, cranberry juice (mixer).

DOSING

In most cases the amount of the ingredients is shown in parts, so that you can calculate the number of cocktails with the number of people. The originality, and therefore the quality of a cocktail heavily depends on mixing the proportions correctly. This is why professional bartenders hardly ever use a half-measure goblet: they stick to the proportional mix of the drinks and other ingredients. For less experienced bartenders among us, it is useful to measure in millilitres. A 70ml short drink with 3 ingredients A, B and C could, for instance, look like: A 1/10 x 70ml = 7.0 ml (which would be rounded up to 10 ml), B 3/10 x 7.0ml = 21.0ml (rounded down to 20ml.) and C 6/10 x 7.0ml. =42.0ml. (Rounded down to 40 ml.) Totalling 70ml cocktail. This method works for most recipes (both short drinks and long drinks) as most cocktails contain only 70ml. of alcohol. The long drinks will just be topped off with champagne, tonic or soda water. For recipes that use only one spirit, 30ml. is the standard.

COCKTAIL TERMINOLOGY

- *Twisting:* Giving orange - or lemon-skins a short twist or squeeze over the cocktail. Depending on the type and taste of the cocktail you can add the skin to the mix, after twisting it.

- *Cooling*: Placing the cocktail glass in a refrigerator for several hours or by placing a few ice cubes in the glass and rolling them around the glass for a few minutes. Remember to remove all of the residual water before adding the cocktail.
- *Rimming:* moisturising the rim of the glass with lemon- or lime juice and dipping the rim into regular or coloured sugar, or salt, and twisting it until the rim is evenly covered.
- *Blending*: Some drinks require the use of a blender. One should always blend the ice separately before adding the other ingredients and the liquids should be added last.
- *Straining*: After mixing or stirring the ingredients in a shaker, a strainer is required to keep the ice cubes from falling into the glass. Nowadays most cocktail shakers come with a build-in strainer. Remember not to use shaved or crushed ice, if you intend to use a strainer for serving.

COCKTAIL EQUIPMENT

Required:

- The shaker: There are some shakers that are made of 3 separate parts, with the middle part holding a fixed filter. Those shakers are not always as waterproof as they should be. Using a professional model like the Boston shaker is advisable. These shakers are made of 2 parts: the cup and a top with a filter/strainer. Metal shakers are preferred over the glass types.
- a mixing glass with a long spoon, logically named a bar spoon
- an ice bucket
- an ice tong
- a fruit press
- a corkscrew that includes a small knife which can be used to remove lids
- a bottle opener
- a fruit knife and plate

Additional tools:

- a siphon with CO2 cartridge to make "fresh" soda water
- a measuring jigger
- a straw holder
- a nutmeg grater
- small plates (for rimming the glasses with salt or sugar)
- a sugar sprinkler
- a bottle cap for opened wine of champagne bottles
- a can opener
- an (electronic) mixer / blender

ICE

Ice is present in almost all cocktails. Nearly every recipe calls for ice to be used to chill the cocktail.

The ice should as cold and as dry as possible, to prevent water from mixing with the cocktail too much. Ice cubes should always be taken directly from a freezer or kept in an isotherm ice bucket. When utilizing a shaker or a mixing glass, try to execute all the required steps as quick as possible so that the melting of the ice will be minimal. Use demineralized water, or low minerals water like Evian, to make the clearest and cleanest ice cubes.

Crushed or shaven ice, which can be made by machines or by smashing ice cubes that are wrapped in a bar towel or other cloth, give faster cooling but also melt more quick, so only use shaved or crushed ice for long drinks.

SERVE DRINKS USING REQUIRED GLASSWARE AND GARNISHES

- Serve the ladies first and proceed in a counter-clockwise direction
- Always serve from tray. Carrying drinks to the table is not acceptable even if there is only one
- Hold your tray as far from the customer as possible (in order not to spill a drink over the customer)
- Handle stemmed glasses by the stem; handle all other glasses by the lower third of the glass, cup or mug. Never touch the rim
- Set beverage napkins or coasters on the table before each drink is placed. Never hand the drink directly to the person

Glasses come in various sizes. These are the basic shapes of the most popular glassware:

Cocktail/Martini Glasses	
Highball/Collins Glasses	
Old-fashioned or Rocks Glasses	
Shot Glasses	

Margarita Glasses	
Champagne Glasses – flute; tulip; saucer	
Wine Glasses – white and red.	
Beer Glasses – pint, pisner, mug	

Speciality Cocktail Glasses – Irish coffee glass, hurricane glass, brandy snifter	
Short Speciality cocktail Glasses – sour glass, schnapps glass, cordial glass	

COGNAC

Cognac is best served in a tulip shaped glass or a snifter. A snifter is a glass that has a wide bottom and a narrow top which is mostly used to serve brandy. A snifter is ideal for serving cognac because the narrow top will help trap the aroma of cognac inside the glass so you can enjoy each sip.

BEER

Beer is one of the most popular drinks that is available anywhere no matter what. First thing first, never drink beer in a frosted glass. The reason is because as soon as beer is poured into a frosted glass, condensation dilutes the beer and the temperature plunges and the flavour is lost. There are many different styles of glassware that you can serve beer in. Ales are best served in pint glasses because the head is easy to see and well, they look good. There are many kinds of pint glasses, straight sides, handled mugs and others.

RED & WHITE WINE

Wine glasses are complicated because there are a variety of shapes and many styles have been developed to showcase a particular style of wine. However, there are two basic wine glasses:

- A white wine glass has a taller, narrower bowl that is more open at the rim.
- A red wine glass has a rounder, smaller bowl with a more tapered rim.

Traditionally, wine glasses are stemmed, though stemless glasses are popular today. Just like cocktail glasses, the stem is designed to keep the wine at proper serving temperature without influence from the drinker's body heat.

BOURBON

Bourbon is recognized as the “distinctive product of the United States” and a drink that is distinct should be drunk in a distinct glass. If you truly want to enjoy Bourbon choose a slightly tulip shaped glass with a slightly belled bowl. This will allow you to enjoy the aroma and the balloon makes it easier to warm the bourbon.

MARTINI

The tip of a martini glass should form a 90 degree angle in the cross section. The long stem allows you to hold the glass without affecting the temperature of the martini. The garnish of your mixed drinks should look attractive in the eyes of the drinker and should fit well, too. Majority of cocktails would garnish it using one of its ingredients. For instance, cocktails that has orange juice as an ingredient would be served with an orange slice.

DIFFERENT ALCOHOLS

BRANDY

Brandy is a potable spirit, distilled from a fermented mash of grapes or other fruit. Most brandy is distilled from wine. White wine, made from white grapes, is used most often. Wine that has recently finished its fermentation process makes the best brandy. An aged wine, even if it is of superior quality, won't make a good brandy.

Brandies are produced wherever grapes are grown. Cognac comes from France, and Metaxa is from Greece. Brandies produced in California must be made from California grapes, and they have to meet rigid standards set by the distillers.

In many parts of Europe, brandy is made from fruit. Kirsch, from Germany, is cherry flavoured, and Mirabelle, from France, has a plum flavour. To the brandy base, which contains the alcohol, they add an extract or concentrate of the fruit and sweetening syrups. The labels on fruit brandies must indicate the kind of fruit used, such as apricot brandy, cherry brandy, peach brandy, or blackberry brandy, etc. Almost all brandies are aged in oak barrels from three to eight years.

Cognac should be mentioned more specifically because it is the most famous of all the brandies. It is produced in the Cognac region of France, which is an area north of Bordeaux, bordering the Atlantic Ocean, with the city of Cognac near its centre. The region is divided into seven districts, ranking in order of the quality of the cognac made in each district. In order, they are: Grande Champagne, Petite Champagne, Borderies, Fins, Bois, Bons Bois, Bois Ordinaries, and Bois a Terrior.

It is important to understand that all cognac is brandy, but not all brandy is cognac. A brandy may only be called cognac if it is distilled from wine made of the grapes that grow within the legal limits of Charente and Charente Inferieure Departments of France. Brandies distilled from wines other than these are not legally entitled to the name cognac, even though they may be shipped from the city of Cognac.

GIN

Gin is distilled from grain and receives its unique flavour and aroma from juniper berries and other botanicals. Every gin producer has his own special recipe, which is under strict quality control. The flavour of gin will vary with the distiller. Gin was first produced in Holland by Dr. Sylvius, a Dutch physician, during the 17th century. He named it Genievre, the French word for the juniper berry. It was the English who shortened the name to gin. Brought from Holland into England by English soldiers, who called it "Dutch Courage", gin soon became the national drink of England and has so remained.

Gin can be made two ways, by either being distilled or compounded - compounded simply means, a mixture of neutral spirits with juniper berries. Distilled gin is distilled completely.

RUM

Rum is produced wherever sugar cane grows. Many countries, such as the United States, South Africa, and even Russia, produce rum, but it is only the Caribbean Islands that produce rum in quantities sufficient for worldwide export. The islands in the Caribbean each produce a distinctive type of rum, the result of the base material used, the method of distillation, and the length of maturation. Generally, the islands where the Spanish language is spoken, such as Puerto Rico, produce light, dry-tasting rums. The English speaking Caribbean islands produce dark, heavy-tasting rums.

By definition, rum is any alcoholic distillate made from the fermented juice of sugar cane, sugar cane syrup, sugar cane molasses, or other sugar cane by-products, distilled at less than 190 proof, that also possesses the taste, aroma, and characteristics generally attributed to rum.

Sugar cane was brought to the Caribbean by Christopher Columbus on his journey from the Azores Islands. The climate was perfect for growing sugar cane, and soon it was being grown on every Caribbean island. The Spanish colonists who followed Columbus brought with them the art of distilling and began distilling the juice of the sugar cane into an alcoholic beverage, which became known as rum. Most authors believe the word "rum" is derived from the old words rumbullion (rumpus) or rumbustion (uproar), certainly appropriate words when referring to the first rum drinkers.

Rums can be broken down into various classifications. The light-bodied ones are dry and have only a very light molasses taste. They are available in two varieties: white, which is by far the most popular, and gold, which is a mixture of light and dark. The gold is sweeter and has a more pronounced molasses taste. The two favourite light rums come from Puerto Rico and the Virgin Islands. Another classification is heavy-bodied rums that are much darker and sweeter. They have a pungent bouquet and a heavy molasses taste. The dark rums differ because of slower fermentation and special maturation processes.

Well-known dark rums come from Jamaica, Demerara, Martinique, Trinidad, Bermuda and New England.

TEQUILA

Tequila, the primary spirit of Mexico, has its own special flavour that is almost tart and leaves the tongue clean and tingling. In the 1970s, tequila became the fastest growing spirit in sales, as vodka did in the 1960s. Tequila is obtained from the distillation of the fermented juice (sap) of the mescal plant, called pulque. The only source for Tequila is the mescal plant, which is a species of the agave plant. It is a cactus that takes between twelve and thirteen years to mature. Its long leaves, or spikes, are cut off at harvest time, leaving only the bulbous central core, called the pina, meaning pineapple. The pinas are cooked in pressure cookers for several hours then cooled and shredded, and the juice is pressed out. The fermentation process is completed in huge wooden vats. The fermented juice is then twice distilled in traditional copper-pot stills.

VODKA

Like whiskey, vodka is distilled from a fermented mash of grain, but they differ in the methods of distillation. Whiskey is distilled at a low proof to retain flavour.

Vodka, however, is distilled at a high proof, 190 or above, and then processed even further to remove all flavour. Most American distillers filter their vodkas through activated charcoal. Also, whiskey is aged, and vodka is not.

A few vodkas are made from potatoes. Most vodka is not. Almost all vodka is made from grain, the most common being corn, rye, and wheat. There are many countries that claim they invented vodka, among them Poland and Russia. Some historians claim the Poles were producing it as early as the 8th century AD, for use as medicine. It wasn't until the 15th century AD, that both the Poles and the Russians were drinking it every day.

WHISKEY

Whiskey is a spirit, aged in wood, obtained from the distillation of a fermented mash of grain. Whiskey is produced in four countries: the United States, Canada, Scotland, and Ireland. The whiskeys produced in Canada, Ireland, and Scotland take on the name of their countries. Whiskeys produced in other countries, even though they may taste similar, cannot legally be called Canadian, Irish, or Scotch.

AMERICAN WHISKEY

American whiskeys are rigidly defined by law, and governed accordingly. They include bourbon, corn, sour mash, Tennessee, blended, straight, bottled in bond, and rye. The history of American whiskey and America parallel each other. Whiskey was an integral part of everyday life in the Colonial days. It helped comfort the settlers during hard times and was enjoyed at the end of a rough day. It was also used to cure snakebite, ward off disease, and ease pain both superficially and internally.

CANADIAN WHISKY

Canadian whisky is a distinctive product of Canada made under government supervision in accordance with the regulations governing the manufacture of whisky in Canada. Canadian whiskeys' are whisky blends. The most distinguishing characteristic of Canadian whisky is its light body.

SCOTCH WHISKY

Scotch whisky is a distinctive product of Scotland, made in compliance with the laws of Great Britain. There are two types of Scotch whiskies sold. The first type is blends of malt and grain whisky. These are the most popular because they are made in large quantities and the least expensive.

The second type is single malt. A single malt Scotch comes from one distillery and made from one malted barley. Single malt Scotches are expensive because they are made in limited quantities.

LIQUEURS

The words liqueurs and cordials are used interchangeably. Liqueurs were first developed by the Christian monks of the middle ages, to help the sick. The monks added secret combinations of honey, seeds, herbs, spices, roots, and bark to distilled-base spirits and offered them as remedies.

AFTER SHOCK

Cinnamon liqueur imported from Canada. Initially tastes like hot cinnamon.

AMARETTO DI SARONNO

Imported Italian liqueur made from apricot stones, which produce an almond flavour.

B & B D.O.M.

Imported liqueur from France - A combination of Benedictine and Brandy that started out as a popular mixed drink until the French decided to bottle the two together.

CAMPARI APERITIVO

Aperitif imported from Italy - Aromas of fruit pits and botanicals, slightly bitter flavours of fruit.

CHAMBORD

Black raspberry liqueur from France made with small black raspberries, other fruits, herbs and honey.

CHARTREUSE GREEN

Herbal liqueur made by the monks of the Carthusian order in the French Alps.

COINTREAU LIQUEUR

Cointreau is an imported orange liqueur from France, similar to orange curacao. Clear in colour. Flavour of fresh orange peels with a slight hint of spice.

ROMANA BLACK SAMBUCA

Imported liquorice flavoured liqueur from Italy, black in colour.

DRAMBUIE

Imported liqueur from Scotland - Made with aged Scotch-over 15 years old-and blended with heather honey and herbs.

FRANGELICO

Hazelnut Liqueur imported from Italy - A mix of hazelnuts, berries, and herbs, flavours of hazelnut and butter.

GOLDSCHLAGER

Clear cinnamon schnapps from Switzerland with flecks of gold leaf floating in the bottle. Sweet-sour cinnamon flavours.

GRAND MARNIER

Made with cognac, essence of wild oranges and delicate syrup, the mixture is aged in oak casks prior to bottling.

IRISH MIST LIQUEUR

Imported liqueur from Ireland - A blend of heather and clover honey and herbs

JAGERMEISTER

Imported liqueur from Germany - Intensely herbal, citrus nose

LIQUORE GALLIANO

Imported liqueur from Italy - Aromas of roots, herbs, flowers, and cedar

METAXA OUZO

Imported liqueur from Greece - A combination of grapes, herbs, and berries including aniseed, liquorice, mint, wintergreen, fennel, and hazelnut

PERNOD ANISE

The recipe for Pernod is a slight variation of the original recipe for absinthe; an herbal elixir made from 15 exotic herbs steeped in alcohol. Liquorice flavoured and yellow-green colour.

MIDORI MELON

Imported honeydew melon flavoured liqueur. Light, fresh melon taste.

YUKON JACK

Canadian liqueur – White wine like appearance, flavours of orange and spirit

KAHLUA COFFEE LIQUEUR

Aromas of coffee beans. Flavours of coffee and semisweet chocolate

TIA MARIA COFFEE LIQUEUR

Imported coffee liqueur from Jamaica.

BAILEY'S IRISH CREAM

Cream liqueur imported from Ireland - A blend of real cream and Irish whiskey.

MELON LIQUEUR

Sweet melon flavoured.

BROWN CRÈME DE CACAO

Brown colour. Rich cocoa flavour. The 'Crème' means that this liqueur is sweeter than most liqueurs or schnapps, not that it is blended with cream.

WHITE CRÈME DE CACAO

Clear colour, taste the same as the Brown Crème De Cacao.

CRÈME DE MENTHE GREEN

Dark green colour. Mint flavour.

WHITE CRÈME DE MENTHE

Clear. Natural mint flavour,

CRÈME DE BANANA

American banana flavoured liqueur.

CRÈME DE NOYAUX

Made from fruit stones (pits) that give it a nutty, almond flavour - Similar in flavour to Crème De Almond.

CRÈME DE CASSIS

Black currant flavoured liqueur

PEPPERMINT SCHNAPPS

Peppermint flavoured liqueur. Schnapps is less sweet than a liqueur or a fruit crème.

PEACH SCHNAPPS

Peach flavoured. Most schnapps are generally low in proof and contain lower sugar content than other cordials.

ROOT BEER SCHNAPPS

Root Beer flavoured schnapps made in the U.S.

BUTTERSCOTCH SCHNAPPS

Cordial that has intense butterscotch aromas and flavours.

FIRE WATER CINNAMON SCHNAPPS

Hot cinnamon schnapps, like fireball candy - 100 proof.

ANISETTE

American liqueur with the aroma and flavour of liquorice from the anise seed.

ORANGE CURACAO

Orange flavoured (only natural ingredients are used) liqueur, made from orange peel.

BLUE CURACAO

Orange flavoured - made from orange peel. Blue colour.

TRIPLE SEC

Orange flavoured liqueur. Orange peels are used for the flavouring. Similar to curacao, but more refined.

SOUTHERN COMFORT

A blend of bourbon and peach liqueur. Made from bourbon and peach liqueur in which fresh peaches were marinated.

DIFFERENT WINES

CABERNET SAUVIGNON (KA-BER-NAY SOH-VIN-YOH)

Where it is produced: Bordeaux, California, Washington, Australia, South Africa, Chile, Argentina, Italy, Romania and Bulgaria.

Characteristics: Known as the "King of Red Wine", it is the most popular red wine grape to date. Its colour is medium to dark red with usually strong tannins. When grape is young, it has a vegetal aroma - mint and green bell pepper. With greater maturity, it develops softer tannins with strong flavour of blackcurrant. The good wines aged longer and may develop chocolate, leather, tobacco, lead pencil or cedar aromas.

MERLOT (MEHR-LOH)

Where it is produced: Bordeaux, California, Washington, South Africa, Chile, Argentina, Italy, Romania and Bulgaria.

Characteristics: Often used as a grape to blend with the Cabernet Sauvignon grape, Merlot is increasingly gaining popularity on its own. Its colour is medium to dark ruby with usually soft tannins. It has rich and ripe plumy fruit flavour with a fruity lingering aftertaste with a hint of vanilla. It is best drunk young.

PINOT NOIR (PEE-NO NWAHR)

Where it is produced: Burgundy, Alsace, Germany, California, Oregon, Italy, Switzerland and New Zealand.

Characteristics: It is the grape that is used to make great Burgundy wines. Its colour is light to medium red with soft tannins, usually dry with a suggestion of sweetness. Aroma and flavour varies from region to region. In France, it is earthy with hints of roasting coffee, prunes or plums. In California, it may have a berry-like aroma of cherries or vanilla. Drink it when it's young.

SYRAH (SIR-AH) OR SHIRAZ (SEAR-AZ)

Where it is produced: France, Switzerland, California, Italy, Israel, Australia and South Africa

Characteristics: Known as either Syrah or Shiraz, this grape allows wine-makers to vary in style from light to full-bodied and in taste from mediocre to great. Its colour is usually dark red with high tannins. The aroma and flavours can vary from fruit flavours (strawberry, cherry or raspberry) to vegetal flavours (roasted green peppers), meaty flavours (smoky bacon) to spicy flavour (black pepper). The best wines can age well.

GAMAY (GAM-AY)

Where it is produced: Beaujolais and Loire Valley in France.

Characteristics: A light-hearted and friendly wine, which has helped, draw many drinkers into red wines. It is more popularly known as "Beaujolais" than by the name of the grape. Its colour is light to medium red with soft tannins. It is surprising fruity and fragrant with grapey or strawberries flavours. Most wine makers try to maintain the youthful, light-bodied, low alcohol style which followers have grown to like. Definitely drink it young.

ZINFANDEL (ZIN-FAN-DELL)

Where it is produced: California

Characteristics: An increasingly popular wine in the US that has a pink version called the “White” berry bouquet, sometimes peppery or earthy. Moderate tannin and acidity. Good, full-bodied Zinfandel can be cellared for 2 – 5 years.

SANGIOVESE (SAHN-JO-VAY-ZAY)

Where it is produced: California, Central Italy, and Argentina.

Characteristics: The grape that is used primarily for the popular Italian wine called "Chianti" (Key-ahn-tee). Its colour is medium ruby red with low to medium tannins. It has an earthy and smoky aroma though some may exhibit an aroma of cherry fruit. Has a slightly harsh and bitter aftertaste. The good ones can keep up to six years.

NEBBIOLO (NEB-BE-O-LOW)

Where it is produced: California, Italy (Piedmont).

Characteristics: The grape that is used for Italy's finest wine - Barbaresco (Bar-bear-esk-o), Barolo and Gattinara (Ghatt-een-ah-rah). Its colour is dark red and is tannic and acidic when young. With age, it becomes rich and dry and is usually full bodied. It has an earthy and pungent aroma with suggestion of leather or liquorice, often with a bitter aftertaste, can age well.

TEMPRANILLO (TEM-PRA-KNEE-OH)

Where it is produced: Spain, Portugal, and Argentina.

Characteristics: Used to make great Spanish wines such as the Rioja (Ree-o-ha), Pesquera (Pess-care-ah) and Vega Silica (Veg-ah Si-sil-yah). Its colour is deep red with moderate tannins. It has a pepper and vanilla flavour although its aroma is often masked by the blending with other grapes.

POPULAR WHITE WINES

Although red wines are probably more popular for wine lovers, most us begin drinking white wine first. The major difference between red and white wine is the absence of tannin, which gives a harsh or astringent taste. That is the reason why white wine is enjoyed chilled.

Like red wine, there are many different types of grapes used for white wines. We review the most popular.

CHARDONNAY (SHAR DOE NAY)

Where it is produced: France, US, Australia, South Africa, Chile, New Zealand and many other places.

Characteristics: Known as the "King of White Wine", it is currently the most popular white wine grape. Its colour is pale to straw yellow and its aroma can vary from region to region. In cooler climates, there are hints of apple, citrus, butter and vanilla whereas in the warmer climate, the aroma swings toward melon and tropical fruits. It is usually oaked and is full bodied and toasty with moderate acidity.

SAUVIGNON BLANC (SAW VEE NYON BLAHNK)

Where it is produced: Bordeaux, Loire Valley, US, Australia, South Africa, Chile, New Zealand, Italy and many other places.

Characteristics: Also known as Fumé Blanc, this grape is a popular blending grape for Bordeaux wines. Its colour is light to medium yellow with a tinge of green. It has a grassy bouquet like the smell of a freshly cut lawn. May also display scents of lemons, asparagus and fig.

CHENIN BLANC (SHAY NAN BLAHNK)

Where it is produced: Vouvray, Anjou, Saveuniéres, Saumur, Steen, US.

Characteristics: Used to make many different types of wine - sparkling, dry and sweet wines. Its colour is usually pale to medium yellow and may vary from dry to semi-sweet and sweet with moderate to high acidity. It has a honey aroma with scents of hay as well.

SÉMILLON (SEM EE YON)

Where it is produced: Bordeaux, Australia, South Africa and Chile.

Characteristics: The grape is well known in France for making the sweet wines of Sauternes although in other parts of the world, it is made as a dry white wine. It is also a common blending partner with the Sauvignon Blanc in Bordeaux. Its colour is light to medium yellow. Its aroma is slightly grassy with a hint of lemon. With maturity, it develops nutty, buttery and toasty scents. The wines from Sauternes have honey-like bouquet and are sweet

GEWÜRZTRAMINER (GAH VERTZ TRAH MEE NER)

Where it is produced: Alsace, Germany, US.

Characteristics: This very distinctive grape is found in limited regions but is gaining some popularity. Its colour is medium yellow and it has a strong bouquet of fresh roses and lychee fruit. It is often a soft fat wine and can sometimes be spicy. The best Gewürztraminers are found in Alsace and Germany.

MUSCAT (MOOS CAHT)

Where it is produced: Alsace, Italy, and Austria.

Characteristics: Also known as Muskadel. Is also often confused with the Muscadet (Muss ka day) grape used in the Loire valley in France. Used to make types of dessert, sparkling and dry white wines. Its colour is medium yellow and it has a strong flowery, perfumed, fruity flavour that is very distinct.

RIESLING (REES LING)

Where it is produced: Alsace, Germany, Austria, US, Australia and Canada.

Characteristics: Also known as Rhine Riesling or Johannisberging in some parts of the world. It is pale straw colour. In Germany, it is often made a sweet dessert wine. Its aroma has suggestion of lemons, flowers and pineapples.

PINOT BLANC (PEE NOH BLAHNK)

Where it is produced: Alsace, Germany, Italy, Austria, US.

Characteristics: Also known as Pinot Blanco in Italy and Weissburgunder in Germany, Pinot Blanc belong to the Pinot family of grapes. Its colour is pale yellow with suggestion of honey, apples and rich tropical fruit, tends to be dry, crisp and full-bodied.

PINOT GRIS (PEE NOH GREE)

Where it is produced: Alsace, Germany, Italy, Austria, US,

Characteristics: Also known as Tokay D'Alsace or Pinot Grigio. It is yellow in colour and has a dry, rich, full-bodied, pear-like taste with creamy texture. It has a smoky or musky aroma though you may experience some buttery flavour with apricot overtones.

TREBBIANO (TREB BEE AH NOH)

Where it is produced: France, Italy, Portugal, South Africa, and Argentina.

Characteristics: Also known as Frascati or Orvieto. Its colour is water pale-to-pale straw and is usually light bodied, dry, crisp and fruity. Often used as a blending grape as well. It has a rather neutral aroma or faint nutty bouquet.

NON-ALCOHOLIC BEVERAGES

A non-alcoholic beverage is a beverage that contains no alcohol. Non-alcoholic mixed drinks (including punches, "virgin cocktails", or "mocktails") are often consumed by children, people whose religion restricts alcohol consumption, recovering alcoholics, and anyone wishing to enjoy flavourful drinks without alcohol. They are often available as alternative beverages in contexts (such as bars) where the norm is to drink alcoholic beverages.

Non-alcoholic beverages must not be labelled or otherwise presented for sale in a form which expressly or by implication suggests that the product is an alcoholic beverage.

Although there are literally hundreds of non-alcoholic drink types and variations, the drinks listed are among the most common. You will be familiar with most of the following beverages as they are regularly served in most establishments.

SOME DRINK RECIPES

FROZEN MANGO DAIQUIRI

- 1 ripe mango peeled and chopped
- ¼ cup pineapple juice
- 2 tablespoons fresh lime juice
- 2 tablespoons superfine granulated sugar
- 3 ice cubes

In blender, combine mango, pineapple juice, lime juice and sugar and blend until smooth. Add ice cubes until smooth and slushy. Immediately pour into stemmed glasses and pour.

MOCK MARGARITAS

- 1 can (340g) frozen lemonade concentrate, thawed, undiluted
- 1 can (340g) frozen limeade concentrate, thawed, undiluted
- 1 cup confectioner's sugar
- 6 cups finely crushed ice
- 1 bottle (1 litre) club soda, chilled
- Lime slices
- Coarse salt

In a 3L non-metal container, combine lemonade concentrate, limeade concentrate, confectioners' sugar and crushed ice, mix well, cover and freeze, stirring occasionally. Remove container from freezer about 30 minutes before serving time, let stand at room temperature to thaw slightly. Spoon 2 cups slush mixture into blender. Add 1 cup club soda. Cover and blend until slushy smooth. To serve, rub rum of glass with lime slice and dip rim in coarse salt, then fill the glass with the drink. Garnish with lime slice.

SATURDAY NIGHT SHAKE

- 1/2 cup chunky peanut butter
- 1/2 cup chocolate-flavoured syrup
- 1 cup milk, well chilled
- 2 scoops chocolate, vanilla or butter pecan ice cream
- Flaked coconut for garnish

In a blender, combine peanut butter, chocolate syrup, milk and ice cream. Blend a few seconds for thick milk shake. Pour into chilled glasses. Sprinkle a little coconut on top.

VIRGIN MARY

- 1 litre tomato juice
- 4 ribs celery, chopped
- 4 carrots, chopped
- 1 tablespoon mince onion
- 1 tablespoon freshly squeezed lemon juice
- 1/2 teaspoon Worcestershire sauce
- 1/2 teaspoon hot pepper sauce (optional)
- 1/4 teaspoon black pepper

In blender, combine half of the tomato juice, celery, carrots, onion, lemon juice, Worcestershire sauce, hot pepper sauce and black pepper. Cover and blend on high speed 10 to 15 seconds, or until smooth. Pour into pitcher. Repeat process with remaining half of ingredients, add to pitcher and stir to combine. Cover and refrigerate to let flavours blend. Serve chilled.

FRUITY FRUIT SHAKE

- 1 cup orange juice
- ½ cup apple juice
- 1 ripe peeled banana
- 6 strawberries
- 1 carton of fruit yogurt
- 2 teaspoons honey
- 5 ice cubes

In blender, combine all the fruit ingredients with the yogurt and honey. Mix until well combined. Refrigerate until chilled or if you wish to drink it straight away then add the ice cubes when blending.

4 FRUIT DRINK

- 1 cup orange juice
- 1 cup pineapple juice
- 1/2 cup lime juice
- 1/2 cup lemon juice
- 2/3 cup granulated sugar
- 600ml vanilla ice cream

In a large container, combine orange juice, pineapple juice, lime juice, and lemon juice. Refrigerate, covered, until well chilled. Add sugar to juice mixture, mix well. Add ice cream; beat with a wire whisk until blended.

BANANA BLOWOUT

- 6 scoops French Vanilla ice cream
- 1 tablespoon chocolate flavoured syrup
- 1 banana, peeled
- 1/4 teaspoon almond extract
- whipped cream
- slivered almonds
- chocolate shavings
- maraschino cherries

In blender, combine ice cream, chocolate syrup, banana and almond extract. Blend until smooth. Pour mixture into small glass. Top each glass with a dollop of whipped cream and garnish with almonds, chocolate shavings and cherries.

STRAWBERRY-BANANA SMOOTHIE

- 1 package yogurt (225g)
- 1 small ripe banana, peeled
- 1 cup frozen strawberries
- 1 cup apple juice

In blender, combine yogurt (use strawberry/banana yogurt), banana, strawberries and apple juice and blend. Served chilled.

MINIMISE WASTAGE AND SPILLAGE

Waste minimisation benefits a company because it saves money by reducing disposal costs and reduces the impact on the environment.

To minimise waste, procedures and practices must be implemented to:

- Segregate waste streams
- Prevent leaks and spills
- Prevent contamination of materials or product
- Reduce fugitive emissions
- Prevent spills
- Carry out regular inspection and maintenance to limit mechanical failures which generate waste
- Recover and recycle as much waste material as possible

Minimising spillage will take practice. You will need to learn to prepare and serve drinks without spillage and this may take you some time but with practice you will minimise the spillage of drinks.

There are a few ways that can assist with this:

- Always use a tray when carrying drinks.
- Place glasses down gently even when you are in a rush.
- Pour measures into glasses with care (ensuring you are meeting the standards of speed and efficiency at the same time).

CHECK BEVERAGE QUALITY DURING SERVICE AND TAKE CORRECTIVE ACTION WHEN REQUIRED

DEFINING QUALITY

Everyone says they know quality when they see it, but most people can't give you a definition. There are many books on quality and they give many different definitions.

Some things that come up often when we talk about quality are:

- Customer focus and taking the customer's viewpoint
- Meeting and exceeding customer expectations
- Product or service features
- Freedom from errors
- Value for money
- Reliability and consistency
- Reducing variation
- Conformance to standards and procedures or specifications

WHERE DID QUALITY COME FROM?

An early form of "quality: was developed by Otto Krueger who used his initials; 'OK' to confirm his quality check of all Ford motor cars coming off the Henry Ford production line.

The real quality thrust came from America and Japan, shortly after the Second World War as part of the rebuilding process in Japan. Before this time Japan had a reputation for manufacturing poor quality or 'tinny' goods. Everyone used the 'made in Japan' excuse when goods were of a low standard of quality.

By instituting quality systems across the board, Japan has shaken off this image and the products they produce are now considered to be of a very high standard. By seeing the need to become more competitive, and to produce goods of a high quality, they have developed industries which are some of the best in the world.

The Americans soon saw that by improving the quality of their goods and services, Japan was fast becoming one of the richest countries in the world, and they were keen to follow their lead. The 'Japanese' influence has now spread world-wide.

MAINTAINING QUALITY

To maintain product quality, each item in the beverage inventory must be stored appropriately, under conditions that will maximize its shelf life. This requires taking into account such important elements as temperature, humidity, and the manner in which items are stored.

Although the quality of spirits will not be adversely affected in storage under most conditions, wines and beers are subject to rapid deterioration if improperly stored.

Ensuring that the products served in drinking establishments are of good quality and do not contain toxic substances or contaminants is also an important part of responsible hospitality.

REPORT BEVERAGE QUALITY ISSUES PROMPTLY TO THE APPROPRIATE PERSON

Any non-conforming product must be identified and communicated immediately to:

- Investigate the reasons why the non-conformance occurred
- Implement corrective action to prevent the recurrence of the problem
- Follow up the corrective action to ensure that it has been implemented effectively &
- If implemented effectively, to sign off the corrective action – the continuous improvement cycle has been completed.

When there is a non-conformance it must be communicated to all relevant people where methods of communication may include:

- Verbal communication
- Reports
- E- Mail
- Logs
- Quality meetings
- Defect notices or labels

The quality system procedures or Standard Operating Procedures will outline the method of communication required and which personnel must be contacted.

PROVIDE TRAY SERVICE WHERE APPROPRIATE, ACCORDING TO ORGANISATIONAL PROCEDURES

The ability to carry a cocktail tray full of drinks is a job requirement for servers at busy restaurants and bars. According to the "Journal of Applied Behaviour Analysis," industries with the highest rates of musculoskeletal disorders include positions that require large amounts of repetitive work such as carrying loaded cocktail trays. Proper technique can reduce the amount of strain a heavy tray places on a server's joints and muscles.

Description of Safe Tray-Carrying Positions and Techniques on Safety Checklist

1.	Carrying position for amount of weight: If tray has more than eight glasses or bottles, carry tray with forearm; if eight or fewer glasses or bottles, tray can be carried with wrist/hand.
2.	Safe finger and thumb positions: Tray is resting on fingertips if wrist is at an angle; fingers or thumb is straight if tray is laid out across wrist and forearm.
3.	Safe wrist position: Wrist is straight and tray is resting on (i.e., touching) forearm.
4.	Safe tray distance from the body: Tray is held next to (within 12 cm) or against body.
5.	Safe tray height from the body: Tray is held near body, not above shoulder height.
6.	Safe shoulder and neck positions: Shoulder is down away from neck; shoulder is at natural angle, not stretched away from body.
7.	Safe tray angle: Tray is held horizontally.
8.	Safe loading and unloading of tray: Walk around table to load and unload tray (do not reach across).

Excerpt from Scherrer M & Wilder D, Training to Increase Safe Tray Carrying Among Cocktail Servers, *Journal of Applied Behavior Analysis*, 2008 Spring; 41(1): 131–135

ATTEND TO ANY MISHAPS PROMPTLY AND SAFELY

- If you have any mishaps in the bar area you must tend to them as soon as possible; Keeping the area clean is a safety precaution as you or other staff members can slip and fall if left unclean
- If your mishap has happened whilst delivering drinks to a table you must use signs alerting customers to the danger and do not leave the area until the sign is out
- At all times ensure you are meeting the OHS requirements of your workplace and follow all procedures

TOPIC 4 - CLOSE DOWN BAR

At the end of the shift, it is important to ensure that the bar is closed down properly – a closing checklist ensures that the bar is clean and tidy and that prep tasks are done ready for the next day. The below list provides a basis for closing. This can be adjusted to suit the premises.

Cleaning & Breakdown

- Wipe down any bottles you have used throughout the shift with a clean, warm towel
- Place any remaining fresh fruit/juices into to-go containers labeled with that day's date
- Wipe down your draught beer towers with a clean, warm towel and use a keg-line brush to clean out the ends of the taps themselves
- Wipe down the bar top and stools with sanitizer and let air dry
- Cap each tap with a rubber faucet cap to protect overnight
- Put any remaining garnish into their original containers, or clean to-go containers labeled with that day's date to store until the next day
- Gather any remaining dirty linen (napkins, rags, etc.) and discard in the linen bucket
- Take out all trash and recycling, leaving bins empty
- Break down your service bars, and run **everything** through the dishwasher (garnish containers, shakers, jiggers, etc.)
- Take a proper inventory by hand or with a bar inventory app.

Stocking Up & Resetting

- Stock your fridges with any spirits, beer, or wine that would need to be chilled before the next service
- Place all unused linens and/or silverware roll-ups into a bin or cabinet to be used again
- Stock the walk-in with any kegs that may need to be chilled before the next service

CLEANING BEER LINES

Foamy draft beer can be caused by the build-up of bacteria, yeast, mould, and beer stones within a beer line. Un-clean beer lines lower the quality and taste of beer. It is important to regularly clean beer lines, faucets, and keg couplers to ensure the dispensing of high quality beer.

The simple process of cleaning takes only a few minutes and is easily accomplished by use of either a hand pumped cleaning bottle or pressurised cleaning bottle. This process involves pumping water mixed with cleaning chemical into the beer line and letting it soak for the

time prescribed by the chemical manufacturer, then thoroughly flushing the beer line with water to remove all traces of the cleaning chemical. The last and most often overlooked step is to soak the keg coupler and tap in water with cleaning chemical then brush them clean with a cleaning brush and rinse them clean with water. As maintenance issue, after cleaning it is always a good time to make sure the probe O-rings and bottom seal on the keg coupler are in good condition. As well as the friction washer, coupling washer, and shaft seat on the tap are in good condition. You should also make sure the probe O-rings on the keg coupler are properly lubricated (with a food grade lubricant) to allow the keg coupler to work freely and prevent wear and tear that can occur when the keg coupler is tapped and untapped to the keg.

PLEASE NOTE: Only use cleaning chemicals specifically manufactured for beer line cleaning. Only chemicals specifically manufactured for beer line cleaning will dissolve the build-ups of bacteria, yeast, mould, and beer stone that occur with draft beer. And for safety it is very important that all directions on these cleaning chemicals be followed completely.

BACK BAR FRIDGES

For cleaning the inside of the refrigerator make a solution of baking soda and water and place into a spray bottle for easier cleaning. Spray the solution all over the surfaces of the refrigerator and wipe clean inside and out.

An alternative is use of a steam cleaner. Steam cleaners are a great way to clean back bar refrigerators, because it will remove dust mites, kill bacteria that builds up and removes dust, mould, and mildew. Steam vapour cleaners are considered environmentally safe cleaning systems. Steam is a safe, chemical free cleaning and sanitizing cleaning system. This tool is highly recommended for any business to keep their equipment running efficiently and safely.

CLEANING BAR SURFACES

Cleaning bar surfaces is not only a legal requirement but it is also necessary in order to maintain a presentable and hygienic frontage to the public, cleanliness has therefore a practical and legal side as well as an aesthetic aspect.

There is no doubt that ‘eye appeal is buy appeal’, - customers infer from the levels of cleanliness that they see at the bar, if they see an unclean environment at the bar they automatically wonder whether things are even worse ‘behind the scenes’.

Customers are not impressed if they:

- rest their elbow on a beer-sodden bar mat
- drink from a glass with lipstick on it
- peel their shoes off a sticky bar floor covering
- drink a flat beer

Thankfully, as the bar attendant, you can ensure that these problems never occur. When you take the time to clean and prepare the bar area at the beginning and end of service, your customers will feel comfortable in their surroundings.

THE BASICS OF CLEANING BAR AREAS

The types of surfaces found in a bar can vary, though the most popular types of surfaces are stainless steel, timber and marble. The precise cleaning techniques used at each venue will depend on the material to be cleaned, and should be set out in writing in the cleaning schedule for the bar area.

STORE LEFTOVER GARNISHES AT THE CORRECT TEMPERATURE

Although they are not the central aspect of the drink itself, garnishes can contribute major sensory appeal to a cocktail or even a beer. A garnish compliments a signature cocktail or even a pint of beer if paired correctly. A kabob of tropical pineapple and citrus makes any Mai Tai look more appealing, adding perceived value for the guest at low cost for you. For many bars, the signature drink menu is the major profit centre, so keeping fresh garnishes on hand for your house specialties is critical.

PREPARE GARNISHES PROPERLY

Washing hands before and after handling garnishes is a must; at least 20 seconds with warm, soapy water. Be sure all fruits and vegetables are washed thoroughly in fresh water or in an approved produce wash before slicing and serving. Remove any stickers and cut away any areas that look damaged or bruised. Be sure to use a produce-only cutting board and a clean knife to slice garnishes (if needed). Toss old garnishes and prepare new ones every 24 hours.

LEFTOVERS

- Discard any food left out at room temperature for more than 2 hours (1 hour if the temperature was above 32 °C).
- Always ensure that garnishes are kept at the correct temperature for storage

STORE FOOD IN FOOD SAFE CONTAINERS

Store bar garnishes, beverage mixers and other food items in food-safe containers in the refrigerator until they are ready for use. Graduated food storage containers are a good choice for storing prepared garnishes in a back bar refrigerator until they are ready for use. At that point, a bar condiment holder makes the perfect home for olives, citrus fruits and cherries, and often has space in the bottom for ice packs to keep everything chilled. Keep a pair of tongs or a supply of cocktail picks handy for serving the garnishes.

KEEP PESTS AWAY

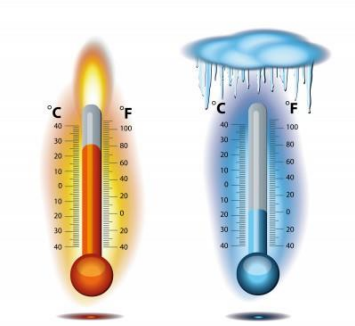
Every bar loves a regular, but the tables are turned when those regulars are pests. Pests are attracted to sweet, syrupy things like fruit and beer, and their potential for carrying disease or spreading bacteria is one that adds another spin to their already irritating existence. Here are some tips for keeping pests at bay:

- Clean spills immediately
- Commit to thorough cleanings at the end of the night
- Store liquor, juices and garnishes with lids if possible

Keeping your product pest and bacteria free will also preserve it from waste, meaning you will save money when you don't have to throw it away.

MONITOR TEMPERATURES LIKE IT'S YOUR JOB…BECAUSE IT IS!

Most operations keep at least one refrigerator in the back bar area, which is important for storing prepped and ready-for-use items. This can also be a great merchandising opportunity. The key is to keep cold foods cold, and to monitor temperatures regularly to stay in the clear. The tips below show how incorporating proper safety techniques and choosing the right equipment can keep your bar profiting.



Thermometer

MONITOR FOR SAFE TEMPERATURES

Use calibrated thermometers to check the temperatures on all refrigerators in the bar area. All refrigerators should be running properly so garnishes, beverages and juices can be stored at a safe temperature. Check temperatures at least once per shift.

CHECK AND REORDER STOCK ACCORDING TO ORGANISATIONAL PROCEDURES

STOCKTAKING

Stocktaking is the process of physically checking the quantities and condition of goods held. There are two main types of stock takes:

- Ongoing
- Periodic (monthly, quarterly, annual).

PERIODIC

Periodic stocktaking involves counting all of your stock at the end of a given period, usually the end of the financial year.

ONGOING

Most organisations will use computerised stock inventory system. These systems enable stock takes to be carried out at any time with little interruption to productivity. Some

companies do a monthly stock take, using their computer to show the amount of stock that should be held, while the staff physically checks the stock against the computer's figures. They may even decide to do a weekly stock take on high turnover items. Other companies do twice yearly stock takes which are done manually, using the computer to assist the count. The physical count can be checked against the figures on the computer system.

PHYSICAL STOCK TAKES

Periodically, it is important to physically check inventory for three reasons:

- To determine whether inventory records are accurate
- To confirm physical quantities so they can be valued for financial accounting purposes
- To determine if effective control is being maintained

Stocktaking can be a laborious and time consuming activity, but it can be made more efficient if you:

- Count items of highest value and importance approximately every three months, and items of low value and importance about every six months
- Count inventory when it has reached re-order levels as quantities will be low and less counting will be required
- Use experienced and responsible staff on high value and important items and less experienced staff on other items
- When doing a physical stock take, your method of counting will depend on the number of workers you have available

ONE PERSON STOCK TAKES

One person counts the goods by description and quantity from start to finish by:

- Using a blank piece of paper to record all details
- Double-checking the figures by repeating the stock take in reverse order – without using the first stock take figures as a guide
- Comparing the figures on both sheets and double checking any differences
- Comparing findings with the computer or paper based records
- Recording any adjustments or transfers

TWO PEOPLE

This method is the same as above except one person counts while the other writes. When counting the second time, you should swap roles so that the writer is now counting and the counter is now writing. Compare this count with the previous count and double check any differences.

WHAT ARE STOCK DISCREPANCIES?

A discrepancy occurs when there is either more or less stock than the amount recorded. This might be because there is an incorrect quantity of stock or because the records are incorrect.

When there is more stock than recorded there is a stock surplus. When there is less stock than recorded there is a stock deficiency. Deficiencies are often referred to as shrinkage.

Discrepancies can be caused by:

- Data entry errors
- Under or over supply
- Theft
- Waste by:
  - Damage
  - Incorrect storage
  - Contamination
  - Expired use-by dates
- Buyer's errors
- Coding errors
- Changes in the number of items in a pack. For example from packs of 12 to packs of 10
- Incorrect checking

HOW DO YOU KNOW THERE IS A STOCK DISCREPANCY?

One way to identify stock discrepancies is to compare stock take results with inventory. Sometimes you do not need to wait for a stock take to identify discrepancies. For example, shrinkage due to damage can be recorded as soon as the damage occurs by filling out a form or immediately updating the inventory.

Companies involved in quality assurance systems must record all damage and disposal details on a non-conformance report. No inventory control system is perfect and some discrepancies between physical quantities and inventory records can be expected. Where this happens, the inventory records should be altered to show actual physical quantities.

However, it is a good idea to re-check the count first before altering records.

Major discrepancies or a high incidence of minor discrepancies could be an indication of breakdown in control and should be investigated.

Many businesses take careful steps to guard against theft, but inventory shortages can arise for a variety of other reasons. Frequently, shortages are because of inadequate receiving, dispatching, and issuing procedures and controls.

TYPES OF RECORD KEEPING DISCREPANCIES

Record keeping discrepancies might include:

- Inaccurate data entries
- Keyboard mistakes
- Human error
- Inaccurate documentation:
  - Receiving or packaging slips

- Despatch documents

HOW DO YOU RE-ORDER STOCK?

To have an efficient and profitable venue, you should be aware of all the re-ordering systems used by your company. There are two main types of re-ordering systems:

- Push systems
- Pull systems.

Push systems include fixed quantity and fixed period re-ordering. They have been in use for a very long time.

Pull systems include Just in Time (JIT) and KANBAN or ticket triggering. JIT and KANBAN systems are more recent and come from quality philosophies. They have been introduced in many places to try to increase efficiency by reducing the amount of warehouse stock.

JUST IN TIME

Just in Time (JIT) comes out of a quality philosophy. Its aim is to have the right goods in the right place at the right time. This system increases efficiency and reduces waste by saving on unnecessary storage. It takes the view that held stores act as a buffer in times of variation, so that if you cut out this variation you will not need the buffer of extra goods in storage.

This system will not work if you have a high level of defective or reject products.

The aim of JIT is to keep inventory small. This should save the company money through not having money tied up in stock, the associated costs of insurance, and the risk of stock going out of date. It also reduces the need for large storage areas. However, JIT is not very practical if the stock is coming from overseas and time frames cannot be guaranteed.

Some features of a JIT system include:

- It minimises paperwork because you usually order standard quantities in standard containers
- It requires more frequent, smaller deliveries than traditional systems
- It is helpful if the suppliers are located close to the distribution centre, because of the frequent small deliveries – however, this is not essential.
- Co-operation from suppliers is a key step to implementing a JIT system.

Reliable supplies are the key to the whole system. JIT usually requires you to develop long-term relationships with fewer suppliers rather than short-term relationships with many suppliers.

FIXED QUANTITY RE-ORDERING

This is the most conventional way of identifying when stock needs to be re-ordered. It relies on defining the following stock levels for every product kept by the warehouse:

- Minimum stock level – the smallest amount in the warehouse to serve the needs of the customer
- Ordering stock level – the level at which an order is placed. This level is held to supply customers while waiting for the delivery of new stock
- Hastening stock level – the level at which you need to hurry along your supplier
- Maximum stock level – this is the maximum amount of stock held to meet your customer's needs.

You should not hold more than maximum stock level because if your customers do not purchase it, it can:

- Go out of date
- Deteriorate
- Become obsolete
- Tie up company money with stock that is just sitting on the shelves.

Quantities set for each of the levels needs to be reviewed regularly. Otherwise the levels go out of date and the system becomes ineffective. Different items will reach ordering levels at different times. This means that orders are placed for one or a few items at a time and the period between orders can be quite irregular.

FIXED PERIOD RE-ORDERING

The fixed period re-ordering method is a less conventional way of identifying when stock needs to be re-ordered. This system involves ordering set amounts of goods to be delivered at set periods of time. For example, you might order 10 cartons of product X to be delivered on the first of every month.

For this system to work you must be able to estimate how much product you need over a pre-determined period of time.

This estimate is usually based on past patterns of use. The advantages of this system of re-ordering are:

- Stock is delivered automatically without you having to verify what the current or proposed stock levels are
- You can pay as you go
- You don't have to store excess stock
- You can often get a good price for the product.

The main disadvantages of this system are:

- You may run into stock shortage or overstocking
- Stock may become out of date, obsolete or deteriorated.

The fixed period re-ordering system is dependent to the type of industry and product. It is commonly used in 'blanket orders' placed on suppliers and is regularly used for incidental supplies such as stationary, which do not affect your customer.

All ordering systems are subject to factors such as:

- Perishable or non-perishable items
- Seasonal fluctuations
- Industrial stability
- Technological advances
- Changing customer attitudes
- Rate of inflation and likely price increases
- Availability of discounts for large orders
- Restrictions on supply
- Lead times

COMMUNICATING WITH PURCHASING AND MANAGEMENT ABOUT RE-ORDERING

The amount of capital tied up in inventory will always have to be carefully balanced. You should work very closely with the purchasing department at all times.

Company policy will dictate the amount of inventory that should be held to maintain supply to the customer while not overstocking.

Purchasing will be working with senior management to decide on the amount of stock needed to keep the customers supplied. During abnormal times you will have to provide purchasing with up to date figures on the quantity of stock held and whether more stock needs to be brought in.

SET UP BAR CORRECTLY FOR NEXT SERVICE, ENSURING EQUIPMENT, STOCK AND GLASSES ARE IN THE CORRECT PLACE

AN EXAMPLE OF A BAR SET-UP CHECKLIST

- Empties removed and stacked in appropriate containers in bottle store
- All bar areas and waste containers are clean
- Glass washing machine is switched on and ready for use
- Bottle containers are empty and in place
- Check glasses – ensure there is a sufficient supply for the session, which are clean, cool and not chipped/cracked
- Ice buckets are filled and tongs available
- Lemon/lime/oranges sliced and cherries, water jugs, cocktail sticks and straws are stocked and ready for service
- Lights, extractors and heating or air conditioning, and coin-operated machines are switched on
- Fridges/chillers are stocked with appropriate products for the session, with labels facing front
- Optics and wines/spirits have sufficient stocks and are available for the session
- Tables, furniture and floor are clean and laid out appropriately
- Check that appropriate promotional material is on display (accurate and priced correctly)
- Check menu is accurate and write up specials boards (if appropriate)
- Check float is in till
- Check float if appropriate
- Log on till
- Check toilets are clean, free flushing and sufficiently stocked with soap, toilet roll and paper towels
- Adjust music volume (if appropriate) to accord with session (ie day session music may differ from evening session).

It may also be an idea to check that team members are clean and tidy, including clean hands and nails and no strong perfumes or excess jewellery.

CONDUCT A HANDOVER TO INCOMING BAR STAFF AND SHARE RELEVANT INFORMATION

In the same way that some venues will encourage or require supervisors to hold a briefing session with staff at the start of a session, so too do some venues require a de-briefing session to be held at the completion of the session.

This session provides a perfect opportunity to review and evaluate the previous session, including the items sold and the way the service went. This is very handy to find out about problems or good work as it usually takes place very shortly after service has concluded. Arguably, less information and a lower quality of information would be obtained if the review was left to the next day.

Debriefing is usually an informal gathering of all staff once the closing procedures have been completed. It usually takes 5 to 10 minutes. Some venues include a knock-off drink as part of this session, some don't.

It must be remembered that while this session is potentially important and useful, most staff are either tired or just want to go home.

The supervisor leads the session and:

- Congratulates staff on work that has been well done during service
- Highlights and leads discussion on problems and issues that arose – with a view to determining what went wrong, how a similar event can be avoided in the future
- Provides the staff with feedback on their perspective of how the session went – and provides feedback they have captured from others (such as customers, management and/or other departments)
- Reviews and evaluates the quality of service delivery provided – with a view to identifying changes that could lead to possible improvements in service delivery
- Reviews and evaluates the products sold – with a view to identifying quality issues (for example, was the hot food hot enough? Were serve sizes sufficient and consistent across all plates? Did customers complain about tough steaks? Was the beer too warm?)
- Encourages staff to identify issues of concern to them – including identification of problems they have found with equipment etc., suspicious persons, procedures that are not working effectively
- Presents issues or details of what can be expected in the next session
- Thanks staff for their efforts and contribution

A handover is a situation where the department remains open but the staff working in that department change. While it is uncommon – and often inadvisable – for all the staff to change when there is a handover (it is best if there is some continuity of staff), this situation can sometimes occur especially where there is only one staff member running a department.

When handing over a department to other staff, it is important to ensure:

- The department is clean and in good order – this includes all areas, floors, counters, desks, equipment
- Available stock has already been put away – new, in-coming staff should not be responsible for this unless there has been an extremely busy session that has prevented out-going staff from doing this
- Where the department handles cash payments, there must be change in the register sufficient for the next shift to at least start there shift without experiencing a shortage of change – where necessary change should be obtained to supplement what is already there
- Information about particular customers is passed on – special attention must be paid to those who have already been spoken to, made complaints, experienced service difficulties, are deemed to be suspicious
- Information about customer complaints is passed on – with details covering who has complained, what the complaint was about and what action (if any) has been taken as a result
- Information about problems with equipment or utensils is passed on – this should name the equipment etc. involved, the type of problem being encountered and advice about whether service or repairs have been organised or not
- Information about any out-of-stock or 'need to order' items is passed on – there can often be situations where the department has run out of a stock item and there are no items in the store to re-supply. It is best if new staff know what stock items are out-of-stock so they can inform customers of this
- Information regarding any concerns relating to product or service quality issues – these should include any issues mentioned by customers and issues about which you have suspicions that there is a problem. Your information should include what action, if any, you have taken in relation to this situation and details of anyone you may have already contacted to resolve the problem
- Transition of staff members is done smoothly and with little or no disruption to the customers – this means that service delivery should not suffer as the handover is made. Customers shouldn't be kept waiting as the handover occurs

Before departing after making a handover, check that all is running smoothly and that your services are no longer needed. It is not acceptable practice to simply walk out of the department when the clock reaches your knock-off time.

Remember that hospitality venues are often open for long period and have a range of staff that are rostered at various time. Quite often you will need to handover to the incoming staff members to take over your duties and customers. Communication and information is the key to a successful handover. A good handover will cause minimum disruption to the customers.

TOPIC 5 - WORK SAFELY AND REDUCE NEGATIVE ENVIRONMENTAL IMPACTS

USE SAFE WORK PRACTICES OF SPECIFIC RELEVANCE TO BAR OPERATIONS

BAR/RESTAURANT WORK

Bar and restaurant staff work with the public very closely, therefore they must constantly ensure a high level of safety and hygiene.

This includes ensuring:

- Safety (e.g. Undamaged glasses, cutlery and china, monitoring of alcohol sales)
- General hygiene (e.g. Clean and unmarked glasses, cutlery and china, clean toilets and hand washing facilities)
- Personal hygiene (e.g. clean hands and clothing)

Low standards of safety and hygiene put the health of customers and other staff at risk. The organisation may find itself in a difficult situation trying to explain why things are not clean (eg. glasses with finger marks, cracks or chips or the remains of someone else's lipstick on the rim).

Control measures include:

- Washing cutlery, crockery and glasses thoroughly in hot water and detergent
- Correct handling of glasses, plates and cups
- Scooping ice with a non-breakable plastic or metal container, scoop or tongs – not with a drinking glass
- Collecting and disposing of waste regularly and hygienically
- Emptying ash trays into special containers that will not catch fire
- Following the manufacturer/supplier's procedures when using special equipment
- Reporting any faulty equipment, furniture or flooring to the supervisor
- Covering open fires with a safety guard
- Cleaning toilets frequently and replenishing towels, soap and toilet rolls
- Keeping floors clean by sweeping, vacuuming, mopping and dry mopping
- Cleaning spills immediately
- Promoting good sanitary practices

The sale of alcohol should be monitored carefully in establishments such as clubs, pubs, hotels, cafes, cocktail bars, and nightclub and dance clubs. Excess consumption of alcohol can have numerous effects on an individual, from drowsiness to aggressive or violent behaviour. The employer should ensure that staff are aware of the responsibilities in relation to Responsible Service of Alcohol to its customers.

MANUAL HANDLING

Manual handling involves any activity that requires the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move any load. Manual handling can result in injuries to any part of the body. Back injuries and strains and sprains are very common. It was previously thought that the weight of a load and whether it was lifted 'correctly' were the main causes of injury. The reality is more complicated and the Manual Handling Standard and Code of Practice recognise this by setting out a number of factors that can affect the risk of injury during manual handling.

A combination of factors can increase the risk of injury arising from manual handling:

- Actions and movements
- Workplace and workstation layout
- Working posture and position
- Duration and frequency of manual handling
- Location of loads and distances moved
- Weight of loads, and forces exerted
- Characteristics of loads and equipment
- Work organisation
- Work environment
- Skills and experience
- Age
- Clothing
- Special needs

STRESS AND FATIGUE

Stress is a psychological and physiological reaction to some form of pressure being applied to the individual. The amount of workplace pressure that an individual can manage varies according to the amount of pressure experienced in the worker's personal life and the effectiveness of the individual's stress management strategies.

Workplace factors that can contribute to stress include:

- Boredom (e.g. Performing repetitive tasks)

- Intensive periods of concentration
- Heavy or unrealistic workloads
- Meeting deadlines
- Dealing with people who are distressed, anxious or aggressive
- Violent occurrences
- Shift work
- Poor work conditions (e.g. Dusty or noisy environment)
- Poor personal relationships or conflict with supervisors or other employees
- Lack of control over workload or work organisation
- Fear of job loss
- Lack of job satisfaction
- Lack of understanding of the job, as a result of insufficient training or supervision

Fatigue can also contribute to stress levels and lead to impaired judgment and slow response times. Increased feelings of fatigue and sleepiness at work may also make it difficult for employees to maintain concentration. A worker's level of tiredness generally increases with the number of hours worked and is more pronounced during the second half of a shift, especially between two and six a.m.

Control measures include:

- Scheduling appropriate rest breaks to allow time away from the stressful situation, minimise fatigue and maintain alertness
- Providing training in relaxation techniques, time management, problem-solving techniques and conflict resolution
- Developing assertiveness skills of staff
- Encouraging staff to report stressful situations
- Providing employee assistance programs which include counselling
- Evaluating the length of a shift according to the type of work and employee workload
- Reviewing work practices for night shift-workers to incorporate regular safety checks

VIOLENCE AND AGGRESSION

Violence and aggression in the workplace is often construed as armed hold-ups, taxi-driver muggings or prison riots. However, violence may also involve any physical and psychological harm or distressing, violent or aggressive acts.

Aggression arises from a number of sources including the public, hotel guests, clients, supervisors, managers and other employees. The abuse of alcohol can trigger violence and aggressive behaviour.

Acts of violence and aggression include:

- Intimidation or harassment
- Uncontrolled anger, frustration or irritation
- Verbal abuse
- Actual or implied threats to people and/or property
- Physical assault
- Robbery
- Homicide

Control measures include:

- Issuing field staff or staff working alone with portable communication and alarm systems such as mobile phones, portable alarms or radios
- Installing high and wide reception counters to protect staff
- Providing counter staff with the ability to exit the scene safely
- Providing training to staff on how to deal with aggressive client/guest behaviour
- Developing strategies for dealing with these situations
- Developing cash-handling procedures that discourage robbery

USE ENERGY, WATER AND OTHER RESOURCES EFFICIENTLY WHEN OPERATING AND CLEANING THE BAR TO REDUCE NEGATIVE ENVIRONMENTAL IMPACTS

When operating and cleaning the bar you should ensure you use water and energy efficiently. This could include things like:

- Not letting taps run while not using them.
- Do not overload the dishwasher.
- Do not load and operate only half a dish washer load.
- Turn switches and lights off when not in use.
- Turn appliances off when not in use.
- Do not operate appliances and equipment that are not necessary.

These may seem like little things but if everyone had a small part to play then energy and water would be used much more wisely.

RECYCLE ANY GLASS AND PLASTIC BOTTLES AND CONTAINERS

MINIMISING WASTE

You can minimise your waste stream by choosing products that are recyclable. Or you can ask suppliers to reduce packaging on the products they supply. Alternatively, choose products that are made from recycled content – for example, office paper, furniture or carpet.

RECYCLABLES

Recycling as much as you can is a great way for your business to reduce waste.

General recycling, such as paper and cardboard (including cartons), aluminium and steel cans, hard plastic bottles and containers, glass bottles and jars, can be collected.

Fuel cans, cooking oil containers and bottles containing liquid should not be placed in recycling or general waste bins.

DID YOU KNOW?

Businesses must not dispose of any rubbish from premises:

- Into a street litter bin
- On the ground
- Down a drain
- In a bag that is not contained within a proper bin

All these are considered littering offences under the *Environment Protection Act 1970*. Fines apply to those found to have broken the law.

SAFELY DISPOSE OF ALL WASTE, ESPECIALLY HAZARDOUS SUBSTANCES, TO MINIMISE NEGATIVE ENVIRONMENTAL IMPACTS

WASTE DISPOSAL AND SANITATION

The NSW Waste Minimisation and Management Act 1995 define waste as:

> 'Any substance (whether solid, liquid or gaseous) that is discharged, emitted or deposited in the environment...., or any discharge, rejected, unwanted, surplus or abandoned substance.'

Waste looks unattractive, smells unpleasant and is a health risk to workers and customers. Cigarette butts and wastepaper can pose a fire risk, while sharp objects such as broken glass and razor blades can pose a safety risk. Waste foods can attract pests and encourage harmful bacteria; business documents and confidential papers are a security risk; and used sanitary towels, syringes and clinical waste are hygiene risks.

Control measures include:

- Separating paper, rags, cigarette butts and aerosol cans from other dry waste and storing in non- flammable containers
- Emptying ashtrays into metal bins with lids
- Wrapping bottles, broken glass and crockery, razors blades and other sharp objects before disposal
- Dispensing food waste, grease and sticky substances into appropriate units with tight fitting, pest- proof lids
- Dispensing sanitary towels in specially treated units using germicide fluid
- Shredding security documents and disposing of dry waste
- External collection areas should be well drained and be constructed of non-porous concrete to make cleaning more effective
- Depending on the volume of waste, bins should be collected daily

SUMMARY

Operating a bar is a difficult task. You have to keep your customers satisfied whilst ensuring you are legally doing the right thing and serving responsibly. You will have aggressive people and won't have things that they order, but overall if you are well prepared before during and after your bar will run much smoother.

You need a good team to work with and everyone needs to do their part.

As a new comer to the bar business you will have to learn how to prepare a wide range of drinks and in a very short time, so you should ensure your supervisor is on hand to help you.

If you have any questions about this resource please ask your trainer, they will be only too happy to assist when required.

GLOSSARY

Ale: Old English beer of hi yeasting, average alcohol percentage

Anise: Fragrant plant that causes the special taste of Pastis (star anise) and the anisettes (green anise).

Bitter: This family of spirits of in alcohol soaked fruit with a more or less bitter taste consists of many members. Some are suited as aperitif, like Picon, Punt e mes (alcohol free), while other; stronger bitters are added in smaller quantities, like fernet-branca and angostura.

Bourbon: American whiskey made from at least 51% corn

Brandy: British word for spirits, especially for those made of wine. In England brandy is really a synonym for Cognac.

Campari: Red Italian bitter of wine.

Cherry Brandy: Liqueur that is made by soaking cherry in alcohol.

Cider: Fermented, light sparkling apple juice. It can replace beer or champagne in several long drink recipes.

Cointreau: Liqueur made of different types of orange's skins, which are soaked in alcohol. Belongs to the family of the triple-sec.

Collins: Long drink that is made in a tumbler glass, en consists of a spirit, lemon juice, ice and soda water.

Crème: Liqueur which contains more than 400 grams of alcohol per litre.

Curaçao: Liqueur made of a sour orange, originally from the Netherlands and named after one of the islands in the Dutch Antilles. Originally colourless, but best known in Blue colour, while also available in green or pink. Adds a special taste to the cocktails.

Drambuie: Liqueur from Scottish whisky and herbs, aromatized with honey.

Eggnog: Warm or cold cocktail made from eggs and milk

Fizz: a long drink with lemon juice and often Gin.

Flip: Cocktail made with egg, in a shaker.

Galliano: Italian liqueur made of many herbs, which has the most beautiful golden-yellow colour.

Ginger Ale: Soda water with ginger taste. Commonly used in long drinks in the UK and the USA. Canada Dry resembles it the most.

Grand Marnier: Liqueur made of orange skin and cognac. For cocktails the Cordon Rouge is most commonly used.

Highball: Long drink that is served in a tall glass with a spirit, a soft drink and ice.

Juniper berry: Used to aromatize Gin and Genever (Jenever).

Kahlua: Liqueur of coffee beans, originally from Mexico, with an alcohol percentage of 26%.

Malibu: a soft, colourless, liqueur with rum, mixed with coconut and lime.

Marsala: Liquor wine from Sicily, present in most kitchens, but also served as aperitif

Martini & Rossi: Maker of the most famous vermouths: rosso, bianco, dry, rose and bitter.

Midori: Soft liqueur made of Melon; green coloured and produced in Japan by Suntory.

Ouzo: Colourless Greek aperitif from anise. Served straight, on the rocks or with cold water.

Pimm's: Liqueur brand, which was created in London in 1840. The drink is mostly based on Gin (Pimm's #1). This refreshing drink combines well with soft drinks, slices of orange, or lemon with ice. Pimm's #6 is based on Vodka.

Ruby: Light red port which has ripened just slightly.

Rye: American Whiskey made mostly from, obviously, rye.

Safari: Liqueur brand with strong exotic fruit aromas.

Sake: Japanese alcoholic beverage with average alcohol percentage, made of fermented, puree, rice. Sake is served lukewarm or hot in small cups or glasses.

Schnaps: Spirit made of grain or potatoes. Most popular in middle and northern European countries.

Soda: Carbonated, slightly mineralized, water.

Soft drink: Family of alcohol free, carbonated, drinks that are aromatized with fruit extracts. Cola, Tonic, etc.

Sour: Short dink with lemon juice (mostly whiskey, but also gin or rum), popular for its astringing effects.

Southern Comfort: American liqueur from Missouri, made from peaches soaked in bourbon, perfumed with lemon.

Stout: Dark, almost black, beer from England and Ireland. Low on alcohol content, so quite suitable for cocktails.

Tabasco: Spicy American sauce, made form in vinegar soaked red Spanish peppers and other herbs.

Tia Maria: Jamaican liqueur made of rum and coffee extract.

Tonic: Carbonized drink aromatized with fruit and plant extracts, like the quina.

Williams: A type of pear, which is used in the wonderful tasting Poire Williams brandy.

Worcester sauce: A powerful emulsion of extracts of meat, molasses, anchovies, garlic and spring onions. Used to enhance the taste in many cocktails.