

**BANK**  
RESTAURANT & BAR

**PICCOLINO**  
*ristorante e bar*



**ZINC**  
BAR • GRILL

the restaurant  
bar + grill

# Bar Training Manual

(Trainee version)

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Training Programme Week 1 (Bar Tender)				
DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
Wednesday	Thursday	Friday	Saturday	Sunday
INDUCTION DAY	DRINKS RUNNING BAR BACK	BAR BACK	BAR BACK	BAR - FOLLOW
	10 min overview and debrief with manager (Choose appropriate time)	10 min overview and debrief with manager (Choose appropriate time)	10 min overview and debrief with manager (Choose appropriate time)	10 min overview and debrief with manager (Choose appropriate time)
<b>10am – 5pm</b>  Company Induction with Manager  Core Handbook Issued – Ref day one checklist (Page 33)  Bar Training Manual issued  Ref. section 1 – Responsible Bar tending  Ref. section 2 – Uniform and customer awareness  Cellar Management – (Manual P31)  Tills – Ref. Epos Manual	<b>9-3 5-cl</b>  Complete test B1a and B1b <b>(Pass rate 90%)</b> 3 drinks from the menu  Jigger/Pour test  Bar set up  Attend staff briefing  Buddied with experienced member of staff  Ref. Section 3 – Service and cleaning standards  Go through cleaning audit (Manual 26-27)  Bar breakdown	<b>12-3 5-cl</b>  Complete test B1c <b>(Pass rate 90%)</b> 3 drinks from menu  Jigger/Pour test  Bar set up  Buddied with Trainer  Ref. section 4 Procedures, Methods and Equipment  Cocktail menu training - Go through most popular drinks  Introduction to bottle touching	<b>11am – 10pm</b>  Complete test B1d <b>(Pass rate 90%)</b> 3 drinks from menu  Jigger/Pour test  Bar set up  Attend briefing  Buddied with Trainer  Guest recognition – know your guests  Bottle touching  Ref. Wines by the glass to be reviewed	<b>5-cl</b>  Complete test B1e <b>(Pass rate 90%)</b> Retest all 9 drinks Repeat any failed tests  Jigger/Pour test  Bottle touching  Buddied with Trainer  Ref. Garnish table (Manual P37)  Go over Sunday duties  Trainee to do bar break down

Training Programme Week 2 (Bar Tender)				
DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
Monday	Thursday	Friday	Saturday	Sunday
BAR - FOLLOW	BAR- FOLLOWED	BAR - FOLLOWED	BAR - FOLLOWED	BAR - FOLLOWED
10 min overview and debrief with manager (Choose appropriate time)	10 min overview and debrief with manager (Choose appropriate time)	10 min overview and debrief with manager (Choose appropriate time)	10 min overview and debrief with manager (Choose appropriate time)	10 min overview and debrief with manager (Choose appropriate time)
<b>3pm - cl</b>  Complete test B1f <b>(Pass rate 90%)</b> 3 Cocktails  Jigger/Pour test  Buddied with Trainer  Bottle Touching  Watch handover – Stocking up, evening prep etc.  Mystery Diner form and process clearly explained (Manual P42)  Ref: Product Knowledge	<b>4pm - cl</b>  Complete test B1g <b>(Pass rate 90%)</b> 3 Cocktails  Jigger/Pour test  Buddied with Trainer  Bottle Touching  Coffee Training (Manual P52)  Handover/Breakdown  Service observation to be done by manager and feedback given	<b>10am – 5pm</b>  Complete test B1h <b>(Pass rate 90%)</b> 3 Cocktails  Jigger/Pour test  Buddied with Trainer  Bottle Touching  Recap on what you have learnt  Selling techniques (Manual P25)	<b>5pm - cl</b>  Jigger/Pour test  Buddied with Trainer  Bottle Touching  Work own section  Bar breakdown	<b>12 – 4pm</b>  Redo any failed tests <b>(Pass rate 90%)</b>  Entire cocktail menu written test  Practical cocktail test top 10  Practical test on multiple drink making  Practical Coffee test

## **Introduction in Brief**

IRC was formed in 2004, we have 33 restaurants 22 of these are Piccolino, 8 Restaurant Bar and Grill, 2 Bank and 1 Zinc Bar and Grill, most can be found in city, suburban and rural areas and have sophisticated and high quality fit outs. IRC prides itself on our eclectic menus and has a huge emphasis on quality and fresh ingredients. Menu and service consistency is of high importance in both front and back of house.

When hiring new employees we look for people with a passion for food, hospitality and a desire to learn. We have a huge focus on training and development and there are opportunities for promotion. Personality and passion are what drive our company forward.

Our restaurants provide a high standard of service we are professional, fluid and fun with excellent product knowledge. Our aim is to 'wow' and delight our guests.

## **Res V5**

Res V5 is the booking system that we use within our company. During the course of your training you will spend some time with the reception team learning how to use the RES 5 system and receive training on reception procedures. It is required that every member of front of house staff knows how to answer the phone and take a booking appropriately. Please refer to the RES 5/Reception training manual



## **JOB DESCRIPTION**

**Position:** Bartender

**Responsible to:** General Manager, Bar Manager and Management team

**Role:** To produce and deliver drinks that meet with the company requirements and ensure that the service you provide meets with service standards expected.

### **Responsibilities**

- To ensure that a friendly, efficient, courteous and consistently high service is provided at all times.
- To ensure that you NEVER say 'NO' to a guest unless their request is illegal!
- To keep the bar and storage area's clean to meet with company standards
- To have a good working relationship with your colleagues in all departments, maintaining high levels of communication, team work and respect at all times.
- To be fully knowledgeable of the all food and beverage menus.
- To be able to prepare and present all hot and cold beverage items
- To have good knowledge of drink ingredients and be able to explain them to a guest with confidence
- To have a good understanding of licensing laws and trading standards regulations
- To understand your responsibility in relation to Health and Safety, Food Safety and Fire Safety (both statutory and Company).
- To carry out jobs as dictated by the management team.

**Signed:** .....  
(Employee)

**Signed:** .....  
(Line Manager)



## **JOB DESCRIPTION**

**Position:** Bar Back

**Responsible to:** General Manager, Bar Manager and Management team

**Role:** To ensure you are efficient and productive in your duties and that you provide support to the bartenders and bar manager to meet company service standards

### **Responsibilities**

- To maintain stock levels on the bar, ensuring the stock in fridges are rotated (first in first out)
- To ensure you NEVER say 'NO' to a guest unless their request is illegal!
- To ensure the cellar is kept tidy and stock in cellar is used on a rotational basis
- To clean and put glassware away rotationally (hot glasses at back and cold glasses at front)
- To ensure that the glass wash/dispense area is kept clean and tidy at all times
- To collect glass and keep tables clean in the bar area
- To work as a team player at all times
- To ensure the glass washer is clean and thoroughly broken down and the surrounding area is Spotless at the end of the night
- To ensure all fridges are fully re-stocked at the end of the night.
- To be aware of and ensure we comply with all Fire, Health & Hygiene and Safety Regulations
- To undertake additional duties and projects as assigned by the Bar Manager, General Manager.

**Signed:** .....  
(Employee)

**Signed:** .....  
(Line Manager)

**Section One**  
**Responsible Bar Tending**

## **Responsible Bartending**

In this section we look at signs to recognise drunkenness and practical tips to help your guests enjoy their night responsibly.

People are becoming more aware of what they are drinking, but with mixed drinks and cocktails it can be harder for guests to keep track of exactly how much alcohol is in each drink. That puts more responsibility on you to be able to keep your guest informed, so always be ready to tell guests how many units are in each drink.

So we will show you the easy way to work out the number of units in your own creations. Although every individual has to be responsible for their own behaviour, in licensed premises ultimately you are in charge and accountable for a guests conduct. So use these hints and tips to help ensure that you and your guest's have a great time:

**KNOW WHAT YOU ARE POURING:** Be aware of the strength of each Ingredient in your cocktails and mixed drinks. If free pouring, be aware of how many measure's of each Ingredient are in the drink; otherwise use a measure.

This doesn't just help you to know how much alcohol is in the drink; it also ensures the right balance to achieve to most delicious cocktail.

**OFFER SOFT DRINKS OR WATER:** Help your guest's to keep hydrated, and pace their consumption of alcohol.

**ENCOURAGE EATING:** Apart from the obvious fact that we would like drive sales by encouraging people to dine in our restaurants, the action of digesting food helps slow the absorption of alcohol.

**TAXI:** Make sure your guest's are not tempted to drink and drive.

## **What is Alcohol?**

Alcohol is obtained from the natural reaction of yeast's on sugars. Yeast's are strains of single cell fungus, which secrete enzymes to convert sugar into alcohol (fermentation). Not all alcohol is suitable for drinking, but has a variety of uses from industrial chemical to cosmetics.

Ethanol (ethyl alcohol) is the only alcohol safe for consumption, and it's the same alcoholic drinks, from advocaat to whisky. Sugars for the production of alcohol are obtained from a variety of raw material, including cereal such as barley, wheat and maize; fruit; including grapes, apples, berries and plant matter; sugar for rum and agave for Tequila.

## **What are the safe levels for consumption?**

How many units of alcohol per week do the government advise as being safe for consumption for men and women? **Please fill in below:**

**MEN:**

**WOMEN:**

## **What's the legal limit?**

There's no foolproof way of knowing exactly how much you can drink and still drive safely so it's always best to air on the side of caution. However please find below the governments guidelines:

In the UK, the legal limit is 80mg of alcohol for every 100ml of blood in your body.

Beyond good practice in responsible drinking, the law has serious sanctions regarding drunkenness. If you are serving in licensed premises:

Please note that women's livers breakdown alcohol differently to men's therefore women will reach the legal limit with less alcohol.

## **How long do the effects last?**

The body will start to breakdown alcohol in the body 30 mins after it is consumed. This is broken down at a rate of 1 unit per hour (after the 30 mins).

For example: If a man was to drink 3 double vodka and cokes (each shot of vodka is 25ml at 40%abv, therefore each shot is 1 unit) then he would have consumed 6 units. If he was to drink this over a 3 hour period then by the end of the 3 hours he would have the following units still in his blood:

6 units consumed over 3 hours – after half an hour the body starts to breakdown the alcohol at 1 unit per hour so 2.5 units would have been broken down. He would therefore still have 3.5 units in his blood.

This is below the legal drink drive limit for men. However if this was a women then she would still be above the limit.

It's very important that we are able to correctly inform our guests about the number of units in each drink and how long it takes for units of alcohol to be broken down by the body. Please discuss this in further detail with you bar managers.

### Examples of Units in our business:

1 Pint of Moretti is – **3 units** (it's actually around 2.73 so we round up to be on the safe side)

1 Btl of Peroni is **2 units** (1.7 so we round up)

1 Double Vodka and Tonic is – **2 units**

1 Standard cocktail (most have a dbl shot of alcohol) is – **2 units**

1 175ml glass of 12.5% white wine is – **2.5 units** (2.2 so we round up)

1 250ml glass of 14% red wine is – **3.5 units** (*so this would put a woman over the legal drink drive limit!*)

#### Please complete the sentences below:

It is illegal to serve alcohol \_\_\_\_\_

It is illegal to allow \_\_\_\_\_

It is illegal to serve customers \_\_\_\_\_

It is illegal to serve \_\_\_\_\_

## Challenge 21



Please give a brief description below what 'Challenge 21' is?

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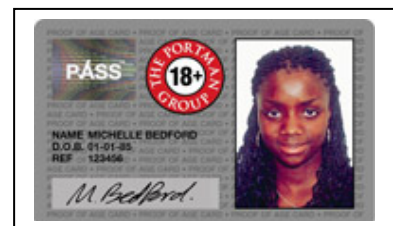
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If a guest look younger than 21 please ask for proof of ID, as clearly stated above it is illegal to serve anyone under the age of 18.

The only ID documents you should accept are:

- A photo driving licence
- A passport
- A proof of age scheme card which carries the PASS logo



If you do ask someone for ID please record on our Epos till system:

Go into the 'bar screen' then into 'beers' and press 'challenge 21'.



Press this button to record you have asked a guest for ID

## Weights and Measures

Please write below the measures we serve for Beer, Wine and Spirits:

Wine

Beer

Spirits

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It is important that you serve drinks to these measures according to the Weights and Measures Act 1985. Please ensure you read the relevant legislation from this Act and sign document to say you have been trained and understand what is required.

Name:

Restaurant:

### Licensing Act 2003 & Weights & Measures Act 1985

I have been trained in the relevant parts of the Licensing Act 2003 appropriate to my position of employment, and in particular the offences contained in the following provisions:

#### Licensing Act Training

Alcohol is classed as a drug because it is a stimulant (meaning it changes your physical & mental state) and it is addictive.

The legal definition of alcohol is any drink that contains alcohol by volume (ABV) of over 0.5%, this is then classed as intoxicating and you have to have a license to sell it.

ABV classified drinks are as follows:

Alcohol Free – maximum of 0.05%  
Low Alcohol – between 0.05 – 1.2%

#### Units of Alcohol

1 Unit of alcohol is 8 grams or 10 millilitres of alcohol. Any drink that contains 8g or 10ml of alcohol is said to contain 1 unit.

The following drinks contain the following number of units

1 pint of premium lager	5% abv	2.8 units
1 bottle of premium lager	5% abv / 330ml	1.7 units
1 glass of wine / champagne	12% abv / 175ml	2.1 units
Gin / Vodka / Rum	37.5% abv / 50ml	1.8 units
Whisky / Bourbon / Brandy	40% abv / 50ml	2 unit

The recommended number of safe units for men and women are as follows:

Men 3-4 units per day 21 units per week  
Women 2-3 units per day 14 units per week

20 minutes after your last drink the alcohol starts to break down. It will then take 1 hour for 1 unit to pass through your body.

If you are found to have more than 80g of alcohol in 100 millilitres of blood then you are over the limit and it is illegal to drive a car or operate machinery.

When drinking the amount of alcohol that gets into your blood stream and the speed in which it does is dependent on many factors, such as the size of a person, amount drunk or food eaten.

Children and Alcohol

The general rule for children (anyone under the age of 18) is that they cannot consume alcohol on licensed premise.

There is one exception – a "16 or 17 year old is allowed to drink beer, wine or cider with a table meal. Provided that an adult purchases the drink. An adult must also accompany the 16 or 17 year old at the table". If you are unsure about the age of the drinkers do not be afraid to ask them for proof of ID. Challenge anyone you feel is younger than 21 to ensure they are legal to consume alcohol as serving them will be a criminal offence.

It is an offence to sell alcohol to anyone under the age of 18 either directly or via an over 18 year old except in the above mentioned situation.

The penalties for doing so are:

£5,000 if you are over 18 years old (selling)  
£1,000 if you are under 18 years old (purchasing)

It is not only the license holders that will be prosecuted but the person who handles the sale as well.

You must ask for ID if you are at all unsure of the age of the customer. The only acceptable forms of ID are as follows:

Driving License – with a photograph  
Passport  
Proof of age card with a photo and the PASS logo

#### Drunkenness and Disorderly Conduct

It is an offence to knowingly sell alcohol to a person who is drunk

It is an offence to serve alcohol to the companion of a person who is drunk for consumption by the drunken person

Serving alcohol to a drunken person attracts a fixed penalty fine of £80.

If you consider a guest to be drunk inform avoid confronting the drunken person and inform a manager.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Employee

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Manager

## **The Bar Tender**

As one of the first points of contacts with our guests it is highly important that you make every introduction a positive one.

The experience of a food and drink establishment goes beyond simply food and drink; it concerns itself with a continuous positive attitude between you and the guest. In return our guests will repay us by growing our business through repeat trade and promoting our restaurants.

### **Qualities of a Bar Tender**

**WELCOMING** – First impressions are the key. Try to make the welcome appropriate, warm and personal. A well-expressed welcome will put the customer at ease and is the initial foundation to how you will generate a rapport.

**PERSONALITY** – This is the single most crucial element that will continue to distinguish our team. You have been chosen because you offer character. Customers love personality and will continue to embrace a service with warmth and charm. Promote your positive personality on the bar at all times and leave any personal problems at home. Your personality is infectious and will compliment the ambience around you. It is your most powerful tool and it is what will make you a success within the individual restaurant company.

**UNDERSTANDING** – The ability to assess your guest will allow you to provide them with a highly personalised service. Use your initiative to promote positive service. For example, when a group arrives at the bar, pre-empt their next moves by offering seating if available, and coordinate drinks service with floor staff. This understanding will give your guests a feeling of genuine importance and is crucial to form long-term relationships with your guest and gain tips. Try to always remember guest's names to make them feel extra special.

**KNOWLEDGE** – It is vital that you have a good knowledge and understanding of your job. This can be anything from how to create drinks to brand and product knowledge as well as Menu knowledge specific to the company. If you have good knowledge and understanding of what you are doing then your guests will feel confident and relaxed during their visit.

**NOTES:**

**TIME MANAGEMENT-** Time management is key with multi-serving. You can develop your multiservice skills by taking large orders and preparing all of your drinks at once. This will help you to learn to take two or more orders from guests at once and prepare the drinks as one order.

In order to develop this skill you need to get into the habit of firstly preparing your glassware. Making drink in the most efficient order in terms of preparation, time scale and making similar or the same drinks in one go.

For example- A guest orders; 1 Guinness

1 Cosmopolitan

1 Gin and Tonic

1 Gin and Orange

- 1) Get all glassware and chill martini glass
- 2) Start pint of Guinness and leave to stand
- 3) Prepare ingredients in Boston glass for the cosmopolitan
- 4) Pour gin into glasses
- 5) Ice up glasses and Boston glass
- 6) Shake and pour cosmopolitan
- 7) Add tonic and orange to the gin
- 8) Top up the Guinness
- 9) Serve all drinks together

**SHOWMANSHIP-** a bartender at work is on stage. How you present yourself, the way you speak, and even how you move are all attributes of showmanship. Your style behind the bar can create an impressive spectacle. Guests will be entertained by your conduct, how to produce your drinks and how much pride you take in your work.

**CUSTOMER AWARENESS-** This is being conscious of the physical moves of your customers at all times, enabling you to offer extra ordinary service, it is a bartender's sixth sense. Being aware of your customers helps you manage your time and increases the fluency and quality of service.

#### NOTES:

**WOWING THE GUEST** – IRC prides itself in going the extra mile to WOW our guests in order to ensure loyalty and return visits.

Please give an example below of how you would 'wow' a guest?

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**FOLLOW UP**- after sales service demonstrates the time, effort and care that you have taken in producing a guest's drink. Simply enquiring to whether or not the drink has been well received will often exceed expectations. This helps to cement customer satisfaction and will further enhance your professionalism and relationship with the guest.

**FAREWELL** – A well-expressed farewell will serve to compliment and complete your guest's experience. It will also highlight that their custom has been appreciated. Always leave a lasting impression and remember, "A happy customer = a happy tip jar!"

Considering all the above factors will help you to create a memorable and enjoyable visit for every guest you serve.

**NOTES:**

## **Section 2**

### **You, the team and your guests**

## Uniform



It is always important to keep your uniform clean and pressed at all times (see hygiene section)

**Tools of the trade** are obviously a very important part of your uniform;

**What tools should you come prepared with ready for your shift?**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Time keeping** is a very important part of being a bartender; this is why it is necessary to be on the bar ten minutes before your shift is due to start. Handovers need to be done properly, set ups checked and you don't want to come rushing on to the bar two minutes before you are meant to start. Give yourself enough time to prepare yourself for your shift or this could lead to disciplinary action.

## Awareness

Control is also about awareness of your environment and colleagues. As well as preventing accidents and mistakes, good team awareness means that guests will feel more at ease by getting served quickly and in the right order.

Being aware of your environment is critical in delivering and maintaining quality service, especially during busy periods.

- Keeping your head up and maintaining eye contact, will evoke an air of being in control, and facilitates patience at a busy bar.
- Acknowledge customers and use physical gestures it is important to encouraging people to feel accepted and to emphasise acknowledgement.
- Always let waiting customers know where you are at by informing them "you'll be right with them." This installs customer patience and confidence.

## **Reading Guests**

Each guest has individual tastes and requirement. Your ability to understand what it is that they desire allows you to personalise your service. Heighten the guests experience by;

- Remembering previous orders
- Anticipation of likely orders and preparing for these on their arrival at the bar
- Remembering specifics, for example; no ice and extra lime with a rum and coke

If you can recall the favourite drink of a guest you can up sell more effectively for example; A Jack Daniel's and coke for a Jack Daniels single barrel and coke

Any information you gather in guests remembers to pass it onto your reception team so that we can add it to their customer message on our Res V5 database so we can Wow them in the future by having their favourite drinks ready on arrival.

**Please write below regular guest's names and their preferred drinks to refer back to in future:**

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## **Working as a Team**

It is of upmost importance that as a bartender you can work well within your team. A bartender should be versatile and be just as willing to wash glasses as well as work on the busiest station behind the bar. A bartender should realise that contributing towards set ups and breakdowns is just as necessary as making exciting and fantastic cocktails. Always remember that a team is only as strong as its weakest member, if you're not pulling your weight this will reflect on the bar team as a whole.

Never forget how important you are in the bigger picture, working as a team and helping each other automatically ensures that you're bar runs more smoothly and every customer is looked after to the highest extent.

- Ensure you're early, at least ten minutes before your shift is due to start. If you arrive late your colleague finishes late
- Always turn up to work with all your equipment
- Leave the bar how you would expect to find it, **clean as you go**
- It is of the upmost importance that all set ups/breakdowns are done to a very high standard. Use the set up sheets provided.
- There are always jobs to be done, do not spend any downtime standing around or chatting.
- "A time to lean is a time to clean"
- Bar calls are useful and professional ways to communicate with other members of your team quickly and efficiently – learn them!

## IRC Bar Calls

Please write below what each of the bar calls mean:

50 = \_\_\_\_\_

68 = \_\_\_\_\_

86 = \_\_\_\_\_

100 = \_\_\_\_\_

200 = \_\_\_\_\_

300 = \_\_\_\_\_

400 = \_\_\_\_\_

450 = \_\_\_\_\_

600 = \_\_\_\_\_

700 = \_\_\_\_\_

740 = \_\_\_\_\_

900 = \_\_\_\_\_

## **Fluency and Efficiency**

It is vital to continually improve your service by challenging yourself on how to approach a large order or multiple customers at the same time. This will be something that will improve with experience and by fine-tuning your basic techniques.

If you can be successful with this and are committed to self Improvement, you will gain significantly more from your bartending career. It is the difference between a good bartender and a great bartender.

- When accepting an order, establish the best way of processing drinks, ensure to avoid double trips to the fridges and back bar. Ask yourself “What drinks share common ingredients?” or “how shall I ensure I am using two bottles to maximize my speed?”
- Speed of service revolves around excellent organization and a keen approach to preparation. When setting up your station ensure that you have everything possible prepared that will maximize drink-making efficiency.

### **“Failing to prepare is preparing to fail”**

#### **“Prior planning and preparation prevents piss poor performance.” – 7P’s**

- Learn the basics first as it is part of the art of polishing basic skills that will enable you to become a highly efficient bar tender, with the confidence to serve multiple customers at the same time at a busy bar.
- Always ensure that you have the complete order from the guest. Time management is the key, so always follow their order with the question, “Anything else?” To minimize delays and to ascertain whether you can take on an additional order from the next guest.
- Depending on the order, we encourage including the next guest in the same service to maximize economies of speed at a busy bar.
- If the first customer asks for two beers and vodka and coke this should be followed by taking an additional order from the next customer again. Repeat the process until you have taken the last number of orders that you are comfortable with.
- Always place bev naps down in front of customers. This lets your guest know that they are next and it lets your team mates know that this guest is being looked after.
- Prepare glassware immediately, this reassures the customers in the knowledge that their drink is being made and gives you a prompt so that you can process large multiple orders.
- Treat multiple customer orders as one large service check and give commentary in order to put your guest at ease and assure them that their drinks are being made. ‘Call’ drinks down the bar to another member of the team if needed.
- Generally you will start on the drinks that take the longest to make but bear in mind... common sense always prevails!
- Till visits after taking payment from multiple rounds can be simplified by taking money in a clockwise order and returning in the same motion to give change.
- Remember to clean as you go, your drink is not finished until your equipment is clean and you are ready to make your next cocktails.

**Section 3**  
**Service and Cleaning Standards**

## **Service Standards**

The first rule of the Individual restaurant company is that customers do not exist, they are all guests, treat your guests as if they were in your home, they are the most Important people you walk into your establishment.

### **Guest's journey:**

As soon as guests walk through the door they should be acknowledged, it should not matter how busy you are!! There are different ways that you can do this. Using your tools at hand:

- Bev nap
- Eye contact
- Saying 'Hello/Welcome'

These things can buy you time, and shows the guest that you have seen them, which in turn shows them that as soon as they walk through the door they are being looked after.

It is important that you know how to read your guests, for example realise the difference between a guest on a one hour lunch break on a Thursday, and that of a guest on Saturday evening.

**EYE CONTACT-** It is important that you keep your head up whilst you are bartending. A bartender should always be aware of his/her surroundings. As soon as a guest enters the bar it is important that you acknowledge and make eye contact with them, this assures the guest that you know that they are there.

**BEV NAP-** The bev-nap works in two ways. One lets the customer know that they've been acknowledged and that you know that they are waiting to be served and two lets your fellow bartenders know that you are attending to that particular guest.

**SAYING HELLO/WELCOME** – Seems self explanatory but silent service isn't an option, we are there to communicate with our guests through conversation so a simple hello and welcome will go a long way.

Varying your greeting to each guest makes it less monotonous and more personal and always deliver it with sincerity, be natural, smile and above exude confidence.

Guest recognition is a very important element to our business; it shows the guest that we care and makes their journey more personal and enjoyable. Our guests like to be made to feel Important, and it is always great to offer regular guests their usual drink of choice. For new guests it is always nice to make recommendations.

Always try to take the order in one go and repeat it back to the guest, if it aids you put the order into the till at once.

If you forget the order always check back and remember if your multi serving that the guest that is waiting to pay is your priority.

**ALWAYS ASK IF YOUR GUEST IS DINING OR IF THEY WOULD LIKE TO RUN A TAB.**

Remember - attitude is everything. This is done by appearing friendly, positive and professional at all times. It is important to remember that you are on a stage and your guests can see everything.

Guests don't interrupt your work; they are the reason for it. You depend on their custom as much as they depend on your service.

Chat to your guests, not your colleagues, never forgets to be a good listener, but never eavesdrop. Always remember your boundaries no matter how friendly you get with your guest.

**What 4 things should you avoid talking about with guests?**

- S \_\_\_\_\_
- D \_\_\_\_\_
- R \_\_\_\_\_
- R \_\_\_\_\_

All these topics can lead to someone being easily offended and or cause a lot of trouble for you, so stay clear of them.

Ensure you follow every purchase at the bar with a 'Thank you or Enjoy.'

## **Table Numbers**

Every restaurant is laid out differently and learning the table numbers and bar position numbers in your restaurant is something you need to do ASAP

Please ask for a copy of the table plan for your restaurant and stick in below:

TABLE  
PLAN

You will be tested on your table numbers by your trainer

## **Complaint Handling**

From time to time complaints do arise. It's important to deal with complaints calmly and professionally. Listen carefully, try to understand why the guest is upset and always try to understand the cause of the problem.

Thank the customer for taking the time for bringing the problem to your attention, and if you feel that it is a problem that you can solve yourself then go ahead!!

For example:

- Someone has taken my pint – Apologise and offer to replace the pint at no cost.
- There's a fly in my drink – Apologise and replace the drink at no cost.

However, if you feel that it is a problem you are unable to solve, apologise, and ask them to wait while you locate your manager. Always remember every complaint no matter how trivial should always be reported to a manager, even if you have rectified the complaint.

**EVERY COMPLAINT IS SERIOUS BECAUSE IT DEMONSTRATES AN AREA WHERE WE HAVE FALLEN SHORT OF GUESTS EXPECTATIONS. THE OLD SAYING STILL STANDS THAT THE GUEST IS ALWAYS RIGHT AND THAT WE WANT EVERY GUEST TO LEAVE A HAPPY GUEST.**

When dealing with the problem you should always follow the **APOLOGISE** procedure.

- **Apologise** – It shows we care to put things right.
- **Praise** – thank them for taking the time for making the complaint.
- **Observe** – their body language, keep a neutral stance and tone of voice.
- **Listen** – be sympathetic and empathise.
- **Offer** - a solution wherever possible
- **Go** through the steps with the guests on how you're going to help them.
- **Instigate** the solution, call the duty manager if you need authorisation
- **Stay** calm throughout, never defend what has happened nor blame anyone.
- **Ensure** the guest is happy with the outcome.

## **Complaint Scenarios**

**There are 2 complaint scenarios below, please write underneath how you would deal with them to Wow our guests and ensure their return in the future:**

- 1. A guest comes to the bar and complains that their beer is warm, how would you deal with it?**

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- 2. You spill or drop wine over one of your guests... What do you do?**

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### **3 Types of Selling**

Why do we up sell?

- The first reason and most important is by using your product knowledge coupled with effective selling techniques you will enhance the guests experience
- You, yourself will make more money through higher tips
- It also means that IRC will increase sales, which is then re invested back into the company allowing us to invest more in you by creating career opportunities

**Below are the 3 different techniques to up selling, please write underneath each what they mean:**

#### **Suggestive Selling**

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#### **Up selling**

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#### **Pro-active Selling**

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**Remember; try not to come across as being pushy. Read your guests and be subtle about your up sell.**

## **Cleaning Standards**

Cleaning is an integral aspect of IRC. Standards are kept high within all departments and these are assessed and monitored through different means. For example departmental cleaning rotas, management checks and the monthly cleaning audit inspections.

It is essential that high cleaning standards are met in all departments as we produce food and drink for the public. If these standards are not kept it will have repercussions on the business.

The main reasons for such a strict cleaning regime are as follows:

- Working in a clean environment is important for staff morale
- An unclean environment will not be appealing to guests
- Guests will not feel comfortable dining and drinking in a dirty bar or restaurant, the company will appear unprofessional and untrustworthy.
- An unclean environment can produce unpleasant and unsavory odours.
- Persistent un-cleanliness can result in pests.
- Most importantly an unmonitored and dirty environment can result in poisoning and illness.

**Cleaning is the responsibility of everyone who works for IRC from Paragon, FOH staff, BOH staff and senior management.**

On the next page is an example copy of a cleaning checklist for the Bar that covers all the points the auditors will mark you on each month

**NOTES:**

## **Bar Cleaning Checklist (example)**

<b>AREA: Behind the Bar and dispense</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
	<b>Jan</b>	<b>Jan</b>	<b>Jan</b>	<b>Jan</b>	<b>Jan</b>	<b>Jan</b>	<b>Jan</b>
Back bar facia and skirting							
Clean Glass washer In & Out							
Tills and printers							
Scrub Bar Top							
Beer head Spray & Wipe							
Drinks Dispenser Cleaned							
Spray & Wipe Inside & Outside Of Bins							
Juice Spouts Through Machine							
All shelving in this area							
All s/s shelving in this area							
All tiling in this area							
All area nice and clean free from dust							
Fridge Doors Spray & Wipe							
Sink Deep Cleaned							
Bar Floor Brushed							
Coffee machine Cleaned							
Juice Machine Cleaned							
Behind Binds Cleaned							
Service Trays Clean							
Wine Jiggers Cleaned							
All Jiggers Cleaned							
Bottle Opener Put Through Machine							
Wine Speed Rail Spray & Wipe							
Cocktail Shakers Put Through Machine							
Ice Well Cleaned							
Scrub Under Bar Top							
Tidy Bar Store Room							
Sprit Bottles On Speed Rail Spray & Wipe							
<b>MANAGER RBG :-DAILY SIGN</b>							
<b>SUPERVISOR MCC :-DAILY SIGN</b>							

## **Hygiene**

As you are a bartender imagine you are on a stage, you are constantly in the lime light of guests.

### **KEEP YOUR APPEARANCE TO A VERY HIGH STANDARD**

For health and safety reasons and in order to portray a professional environment it is important to always follow the following requirements on personal presentation for all levels of staff.

- Keep your attire or uniform clean pressed and presentable
  - Black shirt - top button done and sleeves rolled down
  - Black trouser/skirt
  - Black shoes - polished
  - Black tie – ensuring it is neatly tied
  - Apron – clean and pressed
- Please change in and out of your uniform once in work. For hygiene reasons we don't want you to be seen smoking, shopping etc... In your uniform.
- Long hair needs to be tied back and kept neat and tidy
- Men must be clean shaven or neatly groomed
- Jewellery needs to be kept to a minimum and no facial piercings will be tolerated
- Don't wear strong aftershave or perfume
- Never drink or chew gum in front of the guest
- You must wear deodorant and wash regularly
- Remember your hands are constantly in view, so keep them clean and always ensure nails are manicured.
- Never lick your fingers, groom your hair, scratch yourself or blow your nose in view of guests
- If you use the bathroom, smoke, eat clean equipment, handle chemicals, cough or sneeze, always wash your hands.
- Wash your hand regularly throughout the shift as handling money is covered in bacteria
- If you accidentally cut yourself, cover the cut with a waterproof blue dressing, sterilise any affected tools and areas immediately. Notify your manager of the incident.
- Always wash equipment between uses
- Always handle glassware by the stem or the base.

Keep ice compartments clear of bottles and bottle caps

**NOTES:**

## **Health and Safety**

Health and safety is a must in every business. IRC strive to ensure that all health and safety regulation are met within the highest regard. Checks and measures are in place to ensure the safety of our staff and guests.

It is important that all health and safety procedures are adhered to please refer to the following through your Manager-

- Fire safety and procedures
- COSHH
- Lifting and handling
- Machinery
- Spillages

## **Front of House**

Always ensure that the front of house bar area is kept to our very high standard of cleanliness and presentation after all this is where your guests will be enjoying their drinks, if this area is untidy what does it say about the rest of the bar.

It is important that the front of house is aesthetically pleasing for example:

- o Menus, clean and regimented and on every table
- o Candles clean, lit and on every table (evening)
- o Ensure there are no spillages or sticky marks on tables by wiping regularly with the right product
- o Empty glasses should be collected immediately, **USING A TRAY**, WE DONT WORK IN A WORKING MENS CLUB
- o The bar top should always be clean and polished
- o The beer pumps should always be clean and polished
- o Ensure that all bar stools are regimented and clean
- o The bar floor should be brushed regularly, any spillages or broken glass should be cleaned Immediately and a wet floor sign should be used if necessary

### **NOTES:**

**Section 4**  
**Procedures, Methods and Equipment**

## **Cellar and Store Room Management**

### **Equipment:**

Your cellars will contain equipment that you must be trained on to operate safely and properly, these will include:

1. Draft Beer systems – You must know how to change barrels, change gas canisters, check that all systems are running properly as well as learning how to clean draft lines.
2. Post Mix systems – You must know how to change post mix bag in box's & change CO2 canisters.
3. Juicing Machines – you must know how to safely operate the orange juicing machine as well as breaking it down for cleaning and setting it up again for operation.

All of the above items of equipment can be very dangerous if not properly used and must be treated with care and respect. You will be manually trained on all of these as a part of your training.

### **Stock Rotation:**

#### **FIFO – First In, First Out**

When putting away deliveries and when taking stock it is important that the stock is properly rotated so that the oldest stock is used first. Please ensure that you always use up the stock that is closest to its used by date first.

### **Cleaning:**

The stock rooms should be treated like an extension of the bar. Although the guests do not see them it's just as important to keep them clean and tidy. Always leave them as you would like to find them. They should be properly cleaned once a week as per your cleaning rota (or more if needed).

## **Stock Control**

Every product on the bar has cost the company money to purchase, whether it's a lime or a bottle of champagne all stock needs to be controlled and accounted for. There are systems in place to control this stock and it's important that these are followed to ensure that the GP targets (Gross Profit margins) are met.

All the stock on the bar will be counted on a regular basis and to ensure that there is minimal variance all products served over the bar need to be entered through EPOS (see separate section on EPOS). All drinks going to tables need to have a check (therefore have been ordered through EPOS). Any stock that is not being entered into EPOS but is leaving the bar for another reason needs to be properly recorded.

The reasons that stock could leave the bar other than being entered into EPOS are:

1. Wastage/Spillage – It is inevitable that drinks will either be dropped, spilt, made incorrectly or by mistake. It's important to keep this to a minimum but it's just as important to properly record all of these drinks on the wastage sheets that you're bar managers will provide.
2. Transfers – You will notice on a regular basis that the kitchen will ask for certain products to use in cooking (amaretto, lemoncello, etc...) This must be recoded correctly on the kitchen transfer sheets. There may also be times that other IRC sites transfer stock to/from your site, this must also be recorded on the transfer sheets so that the bar manager can arrange to transfer the stock on the system.

3. Staff Drinks – staff are allowed to drink cordial with water or soda throughout their shifts as well as coffee & tea. At the discretion of the manager they may also from time to time be given staff beers/wine, usually on a weekend or after a particularly busy shift. This must also be recorded on the transfer sheets with staff drinks written next to it.

## **Comps/Voids**

At the discretion of management drinks will sometimes be given to a guest complimentary. This could be for a whole host of reasons such as birthday, regular, complaint etc... This will normally be done by entering the drinks into EPOS and the manager comping off the drinks with their code. Please note that only a manager has the authority to dispense complimentary drinks. Should you have any questions on this point please discuss with your Bar manager to GM.

Sometimes drinks will need to be voided from an EPOS bill, this again can only be done by a manager. Please remember that something should be voided ONLY if we can resell it (for example a bottle of wine that has not been opened), if the product can no longer be used it must be comp'd off by a manager.

It's your responsibility to look after the company's stock. If you see stock being given away or wasted without good reason you must inform a manager. You must also do to best to ensure that you have minimal wastage at all times by only preparing what is required for that particular shift. You should ensure that stock is rotated so that anything nearing its sell by date is used before it reaches that date.

Please note that the giving away of drinks without the permission of a manager is considered to be theft and is therefore gross misconduct. This is punishable by termination and perhaps the involvement of the police.

### **NOTES:**

## **What do you have in your station?**

### **1. Ice**

Always ensure that your ice is topped up and that there is never any fruit, bottles, and bottle top's contaminating the Ice.

### **2. Crushed ice**

As with normal ice, always ensure that there is no contamination and that Ice is always topped up.

### **3. Chilled wines**

It is Important to ensure that your house white's/ rose's and sparkling wines are at hand and chilled in your station. – fill this area with Ice first!!

### **4. Fruit juice/ fresh juice**

Always ensure that all your fruit juices are fresh at the start of every shift.

Ensure that your store and pours are clean and that old juice is not topped up with fresh juice. Ensure that you have sufficient lemon and lime juice prepped for you shift.

### **Colour codes**

Orange – orange/white

Cranberry – red

Pomegranate – red and black

Tomato juice – red and green

Apple – green

Grapefruit – yellow and green

Pineapple – blue

Lemon juice – yellow

Lime juice – green/black or black

### **5. Chopped fruit**

Lemons and limes should be prepped at the start of the shift and checked for the freshness throughout the shift. Oranges can be prepped also if needed.

It is important that you always have enough lemons and limes in back up for busy nights and the containers on the bar are always topped up.

### **6. Red wines**

**All house red wines should be close to hand; you must ensure that they are all suitable for sale.**

## 7. Bar caddy

Your bar caddy should always contain:

- Bev naps
- Large straws
- Sip straws
- Skewers
- 

Ensure that the bar caddy is regularly cleaned and back up disposables are kept on the bar.

## 8. Bar tools

- Boston tins and glasses
- Hawthorne strainers
- Fine strainer
- Julep strainer
- Bar spoon
- Muddler
- Bar knife
- Chopping board
- 

It is **very** important that before the start of service you ensure that all your equipment is present, clean and in working order.

If any equipment is missing or broken report it to your manager so it can be replaced as soon as possible.

## 9. Soft fruit

- Raspberries
- Strawberries
- Blackberries
- Blueberries( if used)
- Mint
- 

It is of high importance that all soft fruit is checked and rotated at the start of every shift. Soft fruit **must** be fresh!

## 10. Condiments

- Bitters
- Salt
- Pepper
- Sugar
- Agave syrup
- Honey
- Celery salt
- Worchester sauce
- Chilli flakes
- Coffee beans
- Cherries
- Olives
- Pickled onions

These must all be present at the start of your shift and be replenished when needed.

## 11. Speed rail

It is important that all house spirits are on your station at the start of your shift and back up stock is available to hand.

It is important that your station is set up for lunch time service and then reset for evening service. Checking and refilling anything that you may be low on including stock.

### NOTES:

## Equipment



Boston Glass - This is used to mix all drinks in. All the ingredients from stirred, shaken and muddled cocktails are initially put together in the Boston glass.



Boston Tin - Connects with the Boston glass in order to form the more commonly used cocktail shaker.



Muddler - The Muddler is used to break down ingredients in the bottom of the Boston glass e.g. limes.



Hawthorn Strainer - The hawthorn strainer is used with the Boston tin. After shaking your cocktail and separating the shaker the hawthorn strainer sits on top of the tin preventing any ice and fruit from getting into your glass.



Julep strainer - The Julep strainer works with the Boston glass and is more commonly associated with stirred drinks. The julep strainer fits snug on the Boston glass and prevents any ice from going into the final drinking glass.



Bar knife -The bar knife is used for preparing garnishes and chopping fruit.



Bar spoon - The bar spoon is used for a number of things, the spoon holds 5ml of liquid so is often used for measuring. It is also used for stirring spirit based drinks and can also be used for schmuddling Mojito's and other crushed ice based drinks.



Fine Strainer – The fine strainer is used with either tin and hawthorn or glass and julep to catch any small bits of fruit or ice that you do not want in your final drinking glass.

## Which Fruit?

Please fill in the fruit grid below indicating what the correct fruit for each spirit and mixer is:

	Vodka	Gin	Rum	Whiskey	Tequila
Coke					
Diet Coke					
OJ					
Cranberry					
Tomato					
Pineapple					
Pomegranate					
Grapefruit					
Tonic					
Ginger Ale					
Bitter Lemon					
Ginger Beer					

Mineral Water

## Glassware

Please write next to each glass what drink/s it is used for:



CHAMPAGNE FLUTE = \_\_\_\_\_



BRANDY BALOON = \_\_\_\_\_



LARGE WINE GLASS = \_\_\_\_\_



PORT GLASS = \_\_\_\_\_



MARTINI GLASS = \_\_\_\_\_



SHOT GLASS = \_\_\_\_\_



PINT GLASS = \_\_\_\_\_



COLLINS GLASS = \_\_\_\_\_



SMALL WINE GLASS = \_\_\_\_\_



HALF PINT GLASS = \_\_\_\_\_



ROCKS GLASS = \_\_\_\_\_



CARAFFE = \_\_\_\_\_

## **Cocktail Methods**

### **Muddle**

#### **Example – Caipirinha**

Muddling is a technique used to break up ingredients within a cocktail in order to extract their full flavour. For example, muddling a lime would release all of the flavours found in the fruit, the skin and the pith.

Muddling can be done in combination with other techniques such as build, swizzle or stir. It is most common for muddled drinks to be shaken.

1. Add all ingredients into a clean Boston glass
2. Gently muddle together using a muddling tool
3. Fill Boston glass with fresh solid ice cubes
4. Shake vigorously for 10 seconds
5. Double strain into a prepared glass
6. Garnish
7. Serve

### **Schmuddling**

#### **Example – Mojito or Caipirinha**

Schmuddling is a method that is used in many drinks good examples can be seen in the Mojito or Caipirinha. The idea of schmuddling is to churn the ingredients of the drink with crushed ice in order to mix, chill and dilute the drink.

A bar spoon would be used to schmuddle.

### **Built**

#### **Example – Any built cocktail**

An extremely flexible method that gives an added dimension to a drink, it allows you to mix and match flavours between spirit, mixers and one or two liqueurs.

Method

1. Take a clean highball glass and fill it with fresh, solid ice cubes
2. Squeeze in a wedge of fruit and drop it into the glass (can be more than one piece of fruit)
3. Pour in your measure of chosen spirit
4. Add your chosen liqueur or cordial
5. Top with fresh mixer
6. Stir for three to five seconds
7. Serve

## Stir

### Examples- Martini, Manhattan, Sazarac, Old fashioned

Stirring is used for some of the world's most famous and sophisticated cocktails. Like shaking, stirring with ice is done to chill, dilute and mix the drink. This ensures consistency with temperature and flavour throughout. Drinks containing only alcohol are more commonly stirred, drinks containing juices and syrups are shaken or swizzled in order to combine all the ingredients and create balance.

1. Fill a clean mixing glass with fresh solid ice cubes
2. Add ingredients
3. Treating the ice a one whole cube take your bar spoon and stir gently from the top
4. Ensure the Boston glass is always full to the top with ice
5. This ensures that the ice does not get chipped and no unnecessary dilution takes place
6. Stir to taste
7. Place a julep strainer over the top
8. Strain into a pre -prepared glass
9. Garnish
10. Serve

## Shaken

### Example – Cosmopolitan, Daiquiri

Cocktails are shaken to chill and dilute the drink. So shake them hard.

1. Measure the ingredients into the Boston glass
2. Fill Boston with fresh solid ice cubes
3. Shake vigorously for ten seconds
4. Open shaker and place hawthorn strainer on the top
5. Strain in to the pre-prepared glass
6. Garnish
7. Serve

## Straight Up/On the Rocks

Straight Up is a request for a drink to be served without ice. Some examples of this are:

1. A shot of Whiskey served in a rocks glass with no ice
2. A margarita straight up would be made as normal and shaken with ice but then strained in a martini glass which contains no ice

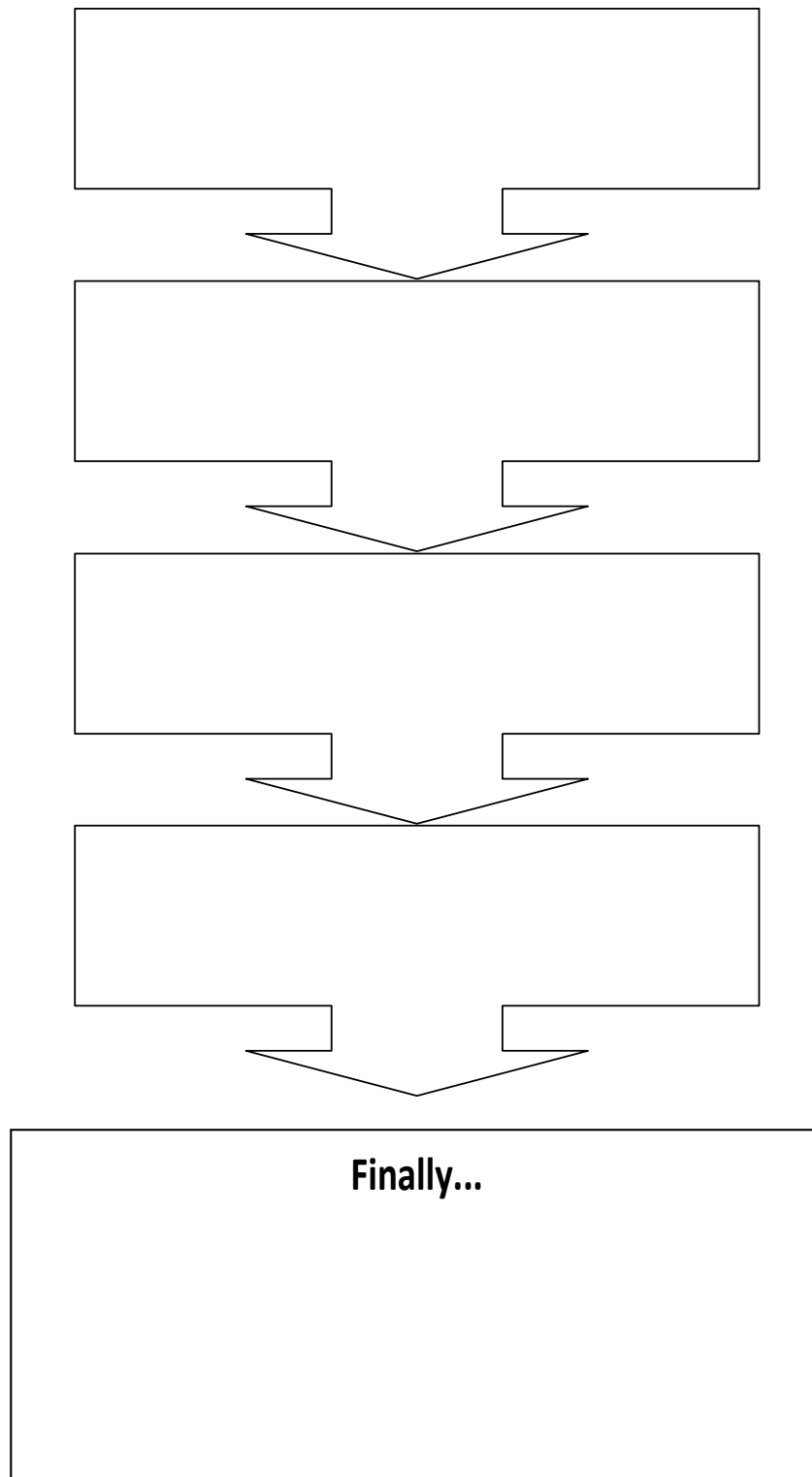
On the rocks is a request for a drink to be served over ice. Some examples of this are:

1. A shot of Vodka served in a rocks glass full of ice
2. A Daiquiri served in a rocks glass full of ice

## **Mystery Diner**

Mystery Diner is our way of Monitoring service, on the bar you are marked on certain key areas.

**Please fill in the flow diagram below with the Mystery Diner points required of a bar tender in order to score 100%**



## **Knowing Your Products**

It is vital that as a bartender you know what you are selling. You cannot mix what you do not understand and you cannot sell what you do not know. Outstanding bartenders are constantly improving their product knowledge, your knowledge means profit and helps you to advise guests and up sell products.

As well knowing the base products that we sell it is important that each bartender knows all menus within the restaurant to a high standard; this will make you more confident in recommending drinks with food. In turn this will ensure that the guest has a fantastic journey.

***“You cannot mix what you do not understand***

***You cannot sell what you do not know”***

## **VODKA**

### **THE ORIGINS OF VODKA**

The origin of vodka has long been disputed between Russia and Poland, both of which claiming this fantastic innovation as their own. Each offers an explanation of the derivation of the word ‘vodka’.

- The Russians claim the name evolved from the phrase ‘*Zhiznennia Voda*’, meaning ‘*water of life*’
- The Polish story is somewhat different, claiming the name vodka evolved from the word ‘Wódka’ (sounds fair enough) which can be traced back to the early 14<sup>th</sup> Century

### **BASE INGREDIENTS**

Vodka is a clear spirit that can be produced from anything containing starch or sugar. Molasses, grain and potatoes are the most common base ingredients

# **GIN**

## **THE ORIGINS OF GIN**

In the mid 1600 numerous small Dutch distillers had popularized the re-distillation of malt spirit or wine with Juniper. These were sold in pharmacies and were used to treat ailments and medical problems.

Gin arrived in England in the early 17<sup>th</sup> century in varying forms after been discovered in Holland by English troops. They had been fighting the Spanish in the eighty years war, hence the name Dutch courage coming about.

Unlicensed Gin production became ever popular and thousands of gin shops appeared around the UK.

By 1735 the production of gin was six times that of beer, gin was blamed for many social and medical problems. So the 1736 Gin Act imposed high taxes on gin retailers, this led to rioting in the streets. The prohibitive duty was gradually reduced and finally abolished in 1742. The 1751 gin act was more successful and forced distillers to sell only to the licensed retailers, who had bought gin shops under the jurisdiction of local magistrates.

## **BASE INGREDIENTS**

The spirit base of Gin is primarily grain (usually wheat or rye), which results in a light-bodied spirit. The key flavouring agent in both Gin and Genever is the highly aromatic juniper berry, which is commercially grown in northern Italy, Croatia, the United States and Canada. Additional botanicals can include anise, angelica root, cinnamon, orange peel, coriander, and cassia bark. All Gin and Genever makers have their own secret combination of botanicals, the number of which can range from as few as four to as many as 15.

# **RUM**

## **THE ORIGINS OF RUM**

Rum can be very diverse depending on the factors affecting the raw ingredients, distillation, aging and blending. This is why we get so many different types of rum, white, golden, dark, spiced or over proof.

The first distillation of rum took place in the 17<sup>th</sup> century, on the sugar plantations of the Caribbean. It was discovered that by fermenting molasses which is one of the by products of refining sugar, alcohol could be created.

## **BASE INGREDIENTS**

Most rum's are made from molasses, the molasses is produced from sugar cane and contains a very high proportion of sugar. This is combined with yeast to make a rich dark, strong wash for distillation. Rums can also be made from raw sugar cane juice, and these will be typically lighter in flavour profile.

# **TEQUILA**

## **ORIGINS OF TEQUILA**

Tequila is named after the town of the same name located about forty miles west of Guadalajara in the state of Jalisco, Mexico. Tequila is also produced in limited regions in the states of Guanajuato, Michoacán, Nayarit and Tamaulipas. It was the Aztec Indians who first fermented the juice of the Agave (pronounced uh-GAH -vee) Azul plant to produce their ceremonial wine 'Pulque'. In 1519, when the Spaniards conquered Mexico, soldiers discovered that this juice could be distilled to form Tequila. The Spaniards can thus be given credit for bringing Tequila to Mexico.

## **BASIC INGREDIENTS**

Despite the common misconception, the agave plant from which Tequila is distilled is not a cactus. There are said to be as many as 400 different types of agave but the variety used in Tequila production is the Weber Tequilana Azul (or the Weber Blue Agave as it is known by friends).

# **WHISKEY**

## **THE ORIGINS OF WHISKEY**

The name whiskey is derived from the Gaelic term 'uisge-beatha' meaning 'water of life'. The art of distilling whisky was most probably begun in Ireland. Although the Scots are quick to point out that they may have been making whisky long before. It is important to note the different spellings of the word Whisk (e) y;

WHISKEY – is Irish whiskey

WHISKY – is Scotch and all others using similar methods

## **BASE INGREDIENTS**

Whisk (e) y can be made with malted or un-malted grain, and sold as either type or as a mixture of the two.

# **BRANDY**

## **ORIGINS OF BRANDY**

Controversy surrounds the story of how brandy was invented yet the most popular story concerns a Dutch shipmaster's efforts to reduce his transportation costs of shipping wine from France to Holland. He had the brilliant idea of distilling the wine to remove the water and hence increase the potential volume of wine per trip. By chance, his friends tried the concentrated wine and enjoyed it so much, they refused to dilute it. The derivation of the name 'brandy' from the Dutch brandewijn meaning burnt wine provides support for this story.

## **BASE INGREDIENTS**

Brandy is, by definition, a fruit based distillate, and any fruit can be used as the raw ingredient e.g. Cherries, plums etc. However, the grape is commonly held in the highest regard (although others, such as calvados made of apples can also be good.)

## **FORTIFIED WINES**

A fortified wine is a wine to which spirits such as brandy have been added. In addition to raising the alcohol content of the wine, the spirits also change the flavour profile, making a unique and very distinctive wine. While fortified wine was originally born out of necessity, consumers began to appreciate and enjoy the flavour, and so producers continue to make it.

There are a wide number of varieties of fortified wine, although some of the most famous are

- vermouth from France,
- Marsala from Italy,
- Sherry from Spain,
- Madeira and Port from Portugal.

Most fortified wines are named after the regions that they are produced in, as each regional fortified wine has a distinct style. Wines not made in that region can only be labelled as being in the “style” of that particular area.

The origins of fortified wine can be found in the 16th century, when a growing number of countries were exporting wine. Unfortunately, these wines were not terribly shelf stable, and they often went bad during the shipping process. To compound the problem, the wines were also not able to stand up to the often violent movements below decks. In an effort to preserve their wines, winemakers began adding brandy, creating fortified wine.

Ports                      Four different types of Port are generally sold :

1. VINTAGE PORT: In a good year of the wines and harvest the shipper will make vintage port, this has to be with the wines of the same year even though it might be a blend.
2. LBV (LATE BOTTLE VINTAGE): Port of a single year bottle has been in the wood from 4-6 years before bottling. The label must bear the Vintage date and bottling year.
3. RUBY PORT: A blend of both young and old wine. A fruity port with some character to lengthen the shelf life
4. TAWNY PORT: A port that through long ageing - up to about 10 years in barrels changes to a port that is a tawny colour and has a very smooth consistency.

Sherry                      Is derived from the word Jerez which is the town that centres the sherry trade in the province of Cadiz, Spain. Only the sherry that is manufactured here is entitled to be called sherry, any other country that makes sherry has to first state the country of origin.

# **LIQUEURS**

## **THE ORIGIN OF LIQUEURS**

Like many spirits the first origins of the liqueur categories can be traced back to the 16<sup>th</sup> century monks whose first production of these liqueurs was primarily for medicinal purposes. However we can even look back to 800BC where the Chinese distilled an anise flavoured liqueur from rice wine know as 'alaki.'

Most liqueurs are made by infusing the flavourings in the raw spirit and then sweetening and by the 19<sup>th</sup> century these processes began to be industrialised so that these drinks could be produced on a large scale.

## **BASE INGREDIENTS**

A liqueur is an alcoholic base that has been sweetened with sugar and flavoured. Liqueurs are the broadest of all spirits categories. Liqueurs are usually formed from a grain spirit base, but any other spirit could be used and they tend not to be aged, however a cognac or whiskey could be used as a base spirit. Liqueurs vary in strength the lowest being 15% and some of the highest been over 50%.

A liqueur is defined by its sugar content and must contain a minimum of 100g, with the exception of cherry liqueur and have a minimum ABV of 14%.

## The History of the Cocktail

The first creation of the cocktail can be dated back to **3150 BC** when the Egyptians began flavouring alcohol with herbs, fruits and spices this was known as the Juleb and by **1942** the Europeans had been developing a drinking culture for centuries. It was not until the Americans took on this drinking culture that we came to discover the beauty in mixing drinks and the role of the bartender.



Prohibition was declared in the US on January 16<sup>th</sup> **1920**. It was the 18<sup>th</sup> amendment to the US constitution and not only did it lead to the illegality of the production, sale and transportation of

alcohol it also led to a rise in speakeasies and gangsters. This is era that is often glamorized in history by film and media, but it is also an era that made Chicago a for prostitution, gambling and booze. Al Capone rose to fame as well as the prohibition Cocktails became initially popular to mask over the harsh flavours' of the moonshine bootleg spirits that were making the rounds at the time.



centre  
cocktail.  
and

Cocktails hit Europe during the USA's prohibition period rich Americans fled to London and Paris in order to experience the newly found overseas cocktail world. Cocktails were made popular even further in the UK by the printing of Harry Craddock's 'The Savoy Cocktail Book.'

The first ever cocktail party was supposedly thrown by Mrs Julius S Walsh Jr of St Louis, Missouri, in May 1917. She invited 50 people and the party lasted an hour, the site where the part was held still exists today.

In **1927** Pan America World Airways was founded as a scheduled air mail and passenger service operating between [Florida](#) ([Key West](#), and later [Miami](#)) and [Havana](#), [Cuba](#), the airline major company credited with many innovations that shaped the airline industry as well as the drinking culture of Prohibition American. to Cuba for its warm climate and delicious Rum, during this time we saw and the Daiquiri rise to fame.



became a  
international  
People fled  
the Mojito

The 1930's is said to have given us the very famous Margarita at the Caliente Racetrack Bar in Tijuana, Mexico. There is also a story, with little evidence to support it, that the drink was created in 1938 by bartender Danny Herrera. He allegedly created the drink for a showgirl Marjorie King who could only drink tequila, one evening she requested a tequila cocktail, Danny Herrera poured tequila over shaved ice, added lemon and triple sec, the Margarita is born. He then named the drink after Majorie or Margarita as a translation.

Another possible origin of the Margarita is said to have come from Margarita Sames a Dallas socialite, she was said to be hosting a poolside christmas party. Margarita mixed drinks behind the bar and let her guests rate the results. She mixed tequila, tripple sec and lime and it was a massive success with her guests, thus the Margarita was born.

The **1960's** saw the explosion of the Rat Pack; their upbeat cocktail-fuelled performances went hand in hand with the culture at the time. Frank Sinatra famously said

*"I feel sorry for people that don't drink because when they wake up in the morning that's the best they're going to feel for the rest of the day."*

The **1970's** saw the rise of a drink known as the Cosmopolitan. Like many favourite drinks the origin of the cosmopolitan are widely disputed. However it is generally agreed that John Caine brought the drink to San

Francisco around 1987 from the Midwest. An alternative account names the creator as Neal Murray of the Cork and Clever steakhouse in Minneapolis in 1975.

A more commonly cited story concerning the origins of this drink links South Beach, Florida Bartender Cheryl Cook with the original creation. Some people think that Cook is a mythical character, but in an online interview, cook referred to the story of how she created the drink in 1985 or 1986.

*“What overwhelmed me was the number of people who ordered Martinis just to be seen with a Martini glass in their hand. It was on this realization that gave me the idea to create a drink that everyone could palate and was visually stunning in that classic glass. This is what the Cosmo was based on.”*

Her original recipe called for “Absolut citron, a splash of triple sec, a drop of roses lime and just enough cranberry to make it oh so pretty in pink.”

Another important person involved in the creation of the drink was Toby Cecchini of Manhattan. While working at the Odeon in 1987-88, Cecchini worked from a poorly described version of the original drink and developed a slightly different version using Cointreau and fresh lime squeezed. Cecchini’s version has become an internationally standardized method for preparing the drink.

The original Bramble has said to have been made by Dick Bradsell at Fred’s club in Soho, London during the mid 1980’s.

Throughout the 1980’s and 1990’s the hospitality and Cocktail industry made many appearances in the media. The Pina Colada was made famous by the great Del Boy in only fools and horses. The Human League in 1982 opened their famous hit ‘Don’t you want me baby’ with the line “You were working as a waitress in a cocktail bar.” Not to mention the 1988 movie tenders. Cocktail starring Tom Cruise, this is still a firm favourite amongst many bar



2000 saw the rise in molecular mixology. Modern day bartenders are not only sticking to the traditional cocktail methods but are also spending more time looking further into the molecular science of the cocktail.

# COFFEE

## Coffee

*"As coffee-lovers everywhere know, drinking coffee is an aesthetic, sensory experience with its own set of rituals that can be shared with others or savoured alone."*

Coffee is an important part of the **PICCOLINO's** experience, people "pop in" for a coffee, creating that casual Italian vibe and people finish a meal with a coffee providing the last memorable moment of their time with us. As such, it's very important that the coffee we serve is made correctly and of the highest quality.

## Illy

illey use only the finest 100% Arabica beans—nine varieties meticulously selected from around the world and combined into a single espresso blend. These beans are skilfully roasted and air-cooled—so they're never burned or bitter—ensuring a smooth and balanced taste. They're then packaged in an air-free environment using illy's proprietary pressurization system to seal in the precious aromas, oils and flavours. The result: Distinctive and consistent taste, as well as guaranteed freshness until the moment the can is opened and the coffee prepared.

## Frothing Milk



### Step 1

Fill jug with cold milk, try to use only as much milk as you need, as used milk won't re-froth adequately.

*NB: Never fill the jug over half way when frothing, as when properly frothed it doubles in size.*

### Step 2

Turn the steamer valve a half turn to flush out any back wash.

*NB: watch not to spray yourself*

### Step 3

Tilt the jug and steam wand (as pictured), then place tip of the nozzle just below the surface of the milk

### Step 4

Turn the steamer a half turn for full steam. Place your free hand on the jug to monitor the temperature. When frothing properly you should hear "pssst pssst"

*NB: You don't get more steam out when if you keep opening the valve, it just means it takes longer to Turn it off*

### Step 5

Keep your hand on the jug checking the temperature, move the jug steadily down stretching the milk and keeping the nozzle in the same position. When it's uncomfortable to touch, it's at the right temperature.

### Step 6

Turn the valve off, remove the wand from the milk and wipe **immediately** with a damp cloth. Keep the milk moving all the time, swirl it round the jug and knock it on the counter several times, this removes all the larger bubbles from the milk.

*NB: don't over tighten the valve, it just knackers the spring.*

### Step 7

Pour directly to your receptacle, jiggle from side to side to get extra froth.

## **Tamping**

(Pressing the coffee)



### **Step 1**

Remove the handle and knock out the coffee in the knock box.

### **Step 2**

Place empty handle under the doser and make 1 complete pull for a single 2 (2 nozzled) for a double

### **Step 3**

Rest the handle on a firm surface, then tamp (press) firmly and twist a half turn clockwise

*NB: the aim is to seal the coffee, keeping it level, for even water distribution and the twist creates a tighter seal and more complete use of the ground.*

### **Step 4**

Wipe rim of the handle

*NB: any residual ground on the rim will damage the seals on the shower heads, creating leakage over Time*

### **Step 5**

Attach to coffee machine, press desired button immediately, then place cups underneath.

## **Order of Service**

These orders applies to individual checks, when doing multiple checks use common sense and get rid of them simultaneously where possible.

1. Liqueur coffees
2. Teas
3. Lattes, mochas, hot chocolates
4. Cappuccinos, white coffees
5. Espressos, machiato's and ristrettos

## Cleaning

Brewed espresso leaves a substantial residue on all brewing surfaces. These coffee tars give a bitter, stale flavour to espresso drinks. Also this residue can damage your equipment by clogging the screens, valves, brewing passages and water jets.

Regular back flushing with pully caff detergent will remove tar and coffee grounds, leaving your machine in top condition.

### Step 1

Remove all handles from the machine and knock out any spent coffee.

### Step 2

Remove filters and place with all but 1 handle in a container (an ice bucket normally available) with 1 spoon of pully caff and cover heads in water. Leave to soak overnight, then rinse thoroughly before use in the morning.

### Step 3

Replace the normal filter on your remaining handle with a blank filter.

### Step 4

Turn on all brewing heads to flush any excess coffee grounds from the espresso screens. If a coffee brush is on hand gently scrub also.

### Step 5

Place a tea spoon of pully caff in the blank filter, and then attach it to a brewing head.

Turn on the free flow, allowing the water to run until the light flashes. Remove the handle and dump out the contents

### Step 6

Repeat the above step 5 times **without** the pully caff.

### Step 7

Repeat steps 5 and 6 on each brewing head.

### Step 8

Place remaining handle in the container with the rest. Flush all brewing heads again to ensure no residue of the pully caff remains in the machine (this can lead to the machine jamming)

### Step 9

Remove drip tray and clean. Pay careful attention to the drain underneath, this can clog with coffee grounds which harden like concrete flush with hot water if necessary

### Step 10

Ensure all surfaces of the machine and the surrounding area are sparkling, this includes the steam

**Standard plate set up, 1 cantuccini (Piccolino), 1 chocolate Brownie (Bar and Grill), 1 white sugar, and 1 brown and appropriate spoon**

Small spoon for espresso cups

Standard spoon for all others

*NB: Latte set up is on a side plate, with a napkin.*



**Espresso:**

Dosage: 1 pull

Cup: espresso

Button: espresso

Additions:

*Notes: crema should last 2 mins serve immediately*



**Macchiato:**

Dosage: 1 pull

Cup: espresso

Button: espresso

Additions: touch of froth

*Notes: a short mini cappuccino*



**Double espresso:**

Dosage: 2 pulls, double handle

Cup: coffee

Button: 2 espressos



**Americano:**

Dosage: 2 pulls, double handle

Cup: coffee

Button: 2 espressos

Additions: top up with hot water, leave 1cm window

*Notes: Called an Americano as the American soldiers who drank it couldn't handle a normal double espresso*

**Black coffee:**

Dosage: 1 pull

Cup: coffee

Button: 1 long

Additions: top up with hot water

*Notes: an Americano with 1 shot of coffee, as close to a filter coffee as we get*

**White coffee:**

Dosage: 1 pull

Cup: coffee

Button: 1 long

Additions: top with hot milk, minimum froth

*Notes: a shot of coffee and milk, simple*

**Cappuccino:**

Dosage: 1 pull

Cup: coffee

Button: 1 long

Additions: top with hot frothed milk

*Notes: cover 1/2 with chock powder on the side the guest drinks from the froth should be slightly raised not a tower  
DON'T BURN THE MILK!*



**Latte:**

Dosage: 1 pull

Cup: Latte

Button: long

Additions: Top 2 rim of the glass with frothed milk

*Notes: A traditional latte should be a shot of espresso topped with slightly frothed*

**Mocha:**

Dosage: 1 pull

Cup: long

Button: espresso

Additions: top 2 rim of glass with hot chocolate

*Note: a latte made with hot chocolate*

**Liqueur coffee:**

Dosage: 1 pull

Cup: Latte

Button: long

Additions: 25ml of spirit and 1 sachet of sugar if unsweetened spirit, cream float and 3 coffee beans

*Notes: coffee should come to 1cm of glass make sure you mix it before floating to float the cream shake it well then pour gently over the bowl of a spoon*

**Fresh mint tea**

Dosage: 4 whole mint sprigs

Additions top with hot water

*Notes: garnish pot with a FRESH sprig of mint, no sugar required on cup*



**Hot Chocolate:** dosage 1 heaped table spoon

Cup: Latte

Button: N/A

Additions: make in latte glass

*Notes: fluffy, lovely, chocolate goodness*



**Teas:**

Dosage: 1 tea bag

Cup: coffee and pot

Button: N/A

Additions: milk on side

*Note: herbal teas don't need milk*

