



Bar Training Checklist

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Description Of Training	Date	Training Objectives	Trainee's Signature	Trainer's Signature
Show around Bar and Hotel Introduction to: Head of Department, Mentor/Trainer, Other team members Information on Services and Facilities provided by Bar and Hotel Grooming and Appearance standards				
Stock Room Location Stock Rotation Stock Requisition How to change keg Beer line cleaning Procedure				
Guest Interaction Skills Building Guest Rapport: Engaging with customers to build relationships and enhance their experience. Personalised Service: Training staff to remember regulars' preferences and provide personalised service. Handling VIP Guests: Special procedures for serving VIP guests or groups, maintaining professionalism and discretion.				
Shift Handover Procedures: Detailed handover processes between shifts to ensure smooth transitions, including notes on: Stock levels Ongoing orders Float Keys				

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Shutters Mis en Place				
Use of salver/tray Pad Pen Coasters Taking orders behind the bar Taking orders outside the bar Dispensing drinks behind the bar Presenting, carrying and serving drinks				
Hygiene and Sanitation Regulations Food Safety Regulations: Understanding of food safety regulations related to bar snacks, garnishes, and beverage preparation. HACCP Compliance: Ensuring compliance with Hazard Analysis and Critical Control Points for safe food and drink handling. Waste Management: Procedures for safely and responsibly handling bar waste, including glass bottles, packaging, and food waste. Sustainability Practices Sustainable Products: Understanding the use of eco-friendly or sustainable products and practices (e.g., reusable straws, energy-saving equipment). Reducing Waste: Training on minimising drink and product wastage during preparation and service. Sourcing Local Products: Understanding locally sourced beverages and promoting their use to customers.				
Alcohol Laws and Responsible Serving Legal Drinking Age: Detailed training on identifying and handling underage customers in compliance with licensing laws.				

<p>Serving Alcohol Responsibly: Recognising signs of intoxication and understanding when to refuse service.</p> <p>Licensing Laws: Understanding the legal hours for serving alcohol and other local licensing requirements.</p> <p>ID Verification: Procedures for checking IDs and recognising valid forms of identification (driver's license, passport, age cards).</p>				
<p>Bar Technology and Digital Systems</p> <p>POS System Mastery: Advanced features of the POS system, handling discounts, promotions, and refunds.</p> <p>Inventory Management Software: Using digital systems to track inventory, place orders, and record wastage.</p> <p>Booking Systems: Handling bookings for bar areas, including event or group reservations.</p>				
<p>Cocktail Preparation and Mixology</p> <p>Classic Cocktails: Training on preparation, presentation, and service of popular cocktails (e.g., mojito, margarita, martini).</p> <p>Signature Cocktails: Preparing and presenting the hotel's signature cocktails.</p> <p>Drink Presentation: Garnishes, glassware, and presentation standards.</p> <p>Advanced Mixology: Understanding flavour profiles, spirits, and advanced techniques (e.g., muddling, layering).</p>				

<p>Beverage Knowledge Expansion</p> <p>Craft Beers: Understanding and being able to explain different types of craft beers, local breweries, and beer styles.</p> <p>Whiskeys and Spirits: Detailed knowledge of whiskey (especially Irish whiskey), gin, rum, vodka, etc., including types, origins, and flavour profiles.</p> <p>Wine Knowledge: In-depth training on different wine types (red, white, rosé), regions, and how to recommend wines to customers.</p>				
<p>Upselling Techniques</p> <p>Product Upselling: Training on how to upsell premium brands, cocktails, wines, and other high-margin items.</p> <p>Food Pairing: Knowledge of pairing drinks with menu items and how to recommend complementary food options.</p>				
<p>Bar Event Planning and Management</p> <p>Private Events: Understanding procedures for setting up and managing private events in the bar (e.g., corporate events, weddings).</p> <p>Promotional Events: Participating in themed nights, happy hours, and other promotions, including marketing and customer engagement strategies.</p> <p>Event-Specific Setup: How to set up the bar for different types of events, such as cocktail receptions, wine tastings, or live music nights.</p>				
<p>Teamwork and Communication</p>				

Team Dynamics: Emphasising team roles, communication, and collaboration within the bar and with other departments (e.g., kitchen, front desk).				
Emergency Situations Handling Bar-Related Emergencies: Procedures for dealing with emergencies specific to bar operations (e.g., intoxicated guests, altercations). Dealing with Power or Equipment Failures: Understanding what to do in case of power cuts or equipment failure (e.g., beer taps, refrigeration units). Incident Reporting: How to document and report any incidents involving customers or team members for management review.				
Billing/Cash Procedures: Use of computer Presenting the bill Accepting Payment Cash Credit Card Room/Company charges Issuing a receipt Void Procedure				
Tipping Procedures Cash tips: Keeping a record of cash tips left during service and ensuring they are distributed fairly among team members according to the hotel's/Guesthouse's tipping policy.				

Credit card tips: Understanding how tips added to credit card transactions are processed and included in end-of-shift reconciliation.				
Maintaining Bar Counter/Customer Service area Furniture arrangement Changing ashtrays Procedure for table service Cleaning Tables				
Cleaning Bar cleaning Checklist Bar Hygiene Cleaning of Bar utensils				
Fire/Health & Safety Location of Fire Equipment and Exits Fire Evacuation Procedure Manual Handling Location of First Aid Boxes				
Social Media Etiquette and Engagement Brand Representation: Guidelines on how staff should represent the hotel/bar on social media if they post while working (if applicable). Customer Interaction: How to engage with customers who tag the hotel/bar on social media (e.g., thank you messages, reposting images).				