








Store:

Team Member:



7 Bartender Module

Total Time	Course/Topic	Trainer/Manager	Trainee initials	Date	Passed/Completed
2 days (4-8 hrs)					
	1 Bartender Tools				
	2 Bartender Sequence				
	3 Serving Alcohol				
 Guide Review 30 min	4 Money Handling Policy and procedures.	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
	5 Guests Situations Resolution (L.A.S.T.)				
 Module Video 10 min	6 Bar Attendant Training Video	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
 Practice 3 Hrs	7 Bar Attendant Hands on Training	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
 Module Quiz 20 min	8 Bar Attendant Quiz	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___%
 Certification 60 min	9 Manager-Trainer Certification Check List	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___%

General Comments (recommendations, areas for improvement, etc.)	General Score
	<input type="text" value=""/> %
	Passed <input type="checkbox"/> Yes <input type="checkbox"/> No

7

Bartender

Module




A Bartender provides our guests with beverages in a fast-paced, high energy environment. Bartenders are thoroughly familiar with Shakey's® products, suggestive selling and service. They project a pleasant and upbeat personality, interacting with guests in a friendly, fun and professional manner.


Description of training: The Bar Attendant Training Program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of the Bar Attendants responsibilities. The Bar Attendant Training Module has been designed to provide all Shakey's Team Members with tool and training material to guarantee thorough training of the Bar Attendant position.

This module will review how to welcome and greet a guest, the Telephone Service Sequence, completing Take-Out Orders, Serving Alcohol, and the Money Handling Policy. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**


2 Days (4-8 hrs)	Training Program
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20 min	Bartender Station Guide	Tool Resource	Main Goal:
	1 Bartender Tools 2 Money Handling Policy and procedures. 3 Serving Alcohol 4 Bartender Sequence 5 Telephone Signature Sequence 6 Guests Situations Resolution (L.A.S.T.)	Station Guide	The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position.

Comments:

Module Video 10 min	Module Video	Tool Resource	Main Goal:
	Bartender Video	Video	The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job.

Comments:

Practice 3 hrs	Training	Main Goal:
	Bartender Hands On Training	The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station.

Effective Training: We strongly recommend training the Bartender at least one day (4hrs each day) in buffet hours (lunch/open) and one day in fundraiser or evening hours (diner/close).

- Review tools.
- Explain the money handling policy and procedures
- Explain serving Alcohol procedures, consequences, laws and regulation.
- Review, Practice and Feedback the POS (point of sale) distribution (Beer, Wine, Lime-A-Rita, including ...

food Pizza, Chicken, Mojo®s and More, PCM Combo etc.) and feedback

Review, Practice and Feedback the following examples-practice on POS (without guests) :

- Beer order
- Wine order
- Lime-A-Rita Order
- Pizza Order one topping (Thin and Pan)
- Pizza Order Half and Half
- Pizza Order multiple toppings
- PCM order
- Promo Code (coupon)
- Reservation-Phone Order
- Cash payment method
- Card payment method
- Check (half credit half cash, different cards)
- Gift Card payment method
- Promo Code
- Discounts (senior, company, government, employee)

Review, Practice and Feedback The Bar Attendant Serving Sequence:

- How to greet (welcome), how to have a sincere smile, eye contact, listen, ask for ID, suggest, repeat, Serve, ask and inform, thank.
- Train (3-5 times) a full Bar Attendant Sequence with guest present (feedback)

Review, Practice and Feedback how to Sell Alcohol, Check valid ID, verify the guest age and number of glasses/cups for order.

Review, Practice and Feedback how to suggest a refill, up-selling (appetizers/pizza)

Review, Practice and Feedback what to do in case of intoxicated guest.

Review, Practice and Feedback how to serve and prepare:

- Beer (Pitcher, Super Mug and Glass)
- Wine
- Lime-A-Rita.

Review, Practice and Feedback how to maintain clean and stocked the Station area.

Review, Practice and Feedback the money handling policy

- How to fill a Till Counts.

Guest Situation Resolution (examples/practice)

- Shakey's Problem Solving System (L.A.S.T.) Listen, Apologize, Solve, Thank.

Important: will be necessary to repeat the training in detail two or three times previous to the certification process:

- How to Suggest and Up-Selling and order.
- How to take a Phone Order and the Telephone Signature Service.
- How to solve a Guest Situation Resolution and common examples.
- How to Serve Alcohol, common examples and mistakes.
- Count their cashier/Drops/change, how to fill a Till Counts.

Review, Practice and Feedback how to Open/Close the station.

General feedback and comments

Comments:

Module Quiz 20 min	Practice Quiz	7
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▷ **Instructions:** Complete before taking Bartender quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

- 1. You must wash your hands...**
 - Before starting your work and after using the restroom.
 - Prepare or serve a drink.
 - Every Time you change of Work Station
 - All of the above

- 2. A bartender is a:**
 - Team Member who stands behind the bar area.
 - Provides our guest with beverages in a fast-paced, high energy environment.
 - Shakey's® restaurants do not have bartenders.

- 3. What is the bartender sequence?**
 - 1 Welcome, 2 Ask for ID, 3 Suggest, 4 Repeat, 5 Ask, 6 Inform, 7 Serve, and 8 Thank.
 - 1 Serve, 2 Welcome, 3 Ask, 4 Suggest, 5 Repeat, 6 Ask, and 7 Thank.

- 4. What is the 1st step in the "Bartender Serving Sequence"?**
 - Welcome
 - Suggest
 - Smile

- 5. What is the proper phrase to welcome a guest?**
 - "Hi, how are you?"
 - "Hi, how you doing?"
 - "Hi. Welcome to Shakey's, How may I help you?"

- 6. What is the second step in the "Bartender Serving Sequence"?**
 - "Welcome"
 - "Ask for ID"
 - "Smile"

- 7. What does "suggest" mean?**
 - Offers additional items or beverages to our guest for a better overall experience.
 - A bartender does not need to suggest additional items or beverages.

- 8. What does mean "Repeat" mean?**
 - Repeating back a guest's order to show that you are listening.
 - This step is not necessary.
 - Repeating the guest's total.

- 9. What does it mean to "ask"?**
 - The bartender asks, "What else may I get for you?"
 - The bartender asks, "Is that it?" or "Is that all."

- 10. What does it mean to suggest a refill?**
 - Ask they guest if they would like a refill while promoting legal and responsible alcohol consumption.
 - Ask the guest if they would like another fountain drink.

- 11. True or False:** The alcohol Policy says that you must ask for ID and check the age before serve alcohol, if the guest looks younger than 35.
 - False
 - True

12. True or False: The alcohol Policy says you must be 18 years or older to sell and serve alcohol. If your restaurant has a separate bar area with its own cashier, the law requires that you are 21 years or older to serve alcohol.

- False
 True

13. True or False: One glass per valid ID.

- False
 True

14. As a restaurant, violating the law when it comes to alcohol can result in:

- A fine, suspension, or revocation of the ABC license.
 A damaged reputation in the restaurant.
 A loss of guests.
 All of the above.

15. Which statement is incorrect?

- You should never serve alcohol to the point of intoxication.
 It is not your responsibility to monitor the amount of alcohol you serve to a guest.
 You should never serve alcohol to an intoxicated person.

16. True or False: You can serve alcohol to a guest if they have an expired ID.

- False
 True

17. True or False: You can serve alcohol to someone who cannot prove age, if they look like they are 35.

- False
 True

18. What you should do when sneeze :

- Just cover your mouth your with t-shirt.
 Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

19. Select what of the following answers is not a Money Handling good practice(s):

- Leave your register unattended/allow others use it.
 Check bills over \$20.00/always count back the guests' change in front them.
 Count your cash drawer in the office with the Manager on duty.

20. What does L.A.S.T. stand for?

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention".
 LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"



Certification



7

Bartender

Total Time 60 min	Employee		Store		Date	/	/
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Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Bartender the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

- 1. General Knowledge** Yes No
 - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
 - Knows his or her Responsibilities, uses uniform, visor and name tag.
- 2. Bar Attendant Characteristics** Yes No
 - Smiles, Makes Eye Contact, Welcomes, Listens, Offers, Thanks and Says Goodbye, assists other team members when necessary
- 3. Work Station Set-up and maintenance** Yes No
 - Knows how to set up bar area, proper maintenance and cleanliness, maintains a stocked work station.
- 4. Bar Attendant Serving Sequence**
 - **Smile** Yes No
 - Upbeats.
 - **Eye Contact** Yes No
 - Makes an eye contact.
 - **Welcome** Yes No
 - Upbeat, uses the correct Shakey's® phrases to greeting "Hi, welcome to Shakey's®. How may I help you?" "What can we start with you" "What would you like to begin with?" "Welcome Mr. Jones. Are you going to have your usual order?"
 - **Welcome and Listen** Yes No
 - Listens carefully to a guest
 - Identifies the three types of Shakey's guests: Regular Guests, Occasional Guests, and New Guests.
 - **Ask for I.D. and Serve** Yes No
 - Requests one I.D per Glass and checks the age carefully.
 - **Suggest** Yes No
 - Knows all the Shakey's products (menu), Listening carefully to a guest's order (Beverages, Appetizers, Salad and Dessert), Observing the group for size and occasion (Family, Children, Groups, Sport Teams, etc?), Suggests an appropriate Shakey's product (additional item, beverage, appetizer or toppings)
 - **Repeat** Yes No
 - Repeats back a guest's order.
 - **Ask** Yes No
 - Always asks to guests "What else may I get for you?"
 - NOT, "is that it?" Or "is that all"
 - **Inform** Yes No
 - Always informs the guest of the total their purchase
 - Calls them by name if they pay wit credit card
 - Marks the coupon on their receipt.



60 min

- Verbally acknowledge the amount given
- **Thank** Yes No
 - Thanks to the guests
 - "Enjoy your dinner!" "Happy graduation, Birthday, Anniversary, etc.!" "Have Fun" etc.
- 5. Telephone Signature Service** Yes No
 - Smiles, Upbeat, Speaks clearly, Listens Carefully, Confirms, Informs, Thanks
 - Repeats the guest's name orders or requests
 - Calls for management asks "May I tell ___ who is calling?"
 - Checks hold calls and say "I have one guest ahead of you" or "I'm just finishing with another guest and I will be right back to you."
 - Makes eye contact with and smile at those guests in line counter.
- 6. Take out signature service** Yes No
 - Suggests a additional item or beverage in to-go/take-out orders
 - When giving the guests their order repeats the item and gives time to guest to confirm it.
 - Lifts the lid of all items of an order to confirm the correct items
 - Makes a positive comment about the specific food
 - Calls the guest by name (the name is on the order)
 - Says a Shakey's statement
- 7. Money Handling Policy** Yes No
 - Knows the money handling policy
 - Always verifies (count) money that is assigned to you, with manager present.
 - Never leaves money unattended
 - Always verifies the large bills over \$20.00 by counterfeit detection pen / Manager
 - Never allows another team member to access his/her drawer or process a order
 - When a guest presents cash for payment, verbally acknowledge the amount given, and keep the bill(s) visible to the guest until the transaction is complete
 - Never count the drawer in front the guests
- 8. Serving Alcohol** Yes No
 - Asks for I.D.s for anyone who appears younger than 35
 - Never serve anyone who cannot prove age
 - Watches where multiple drinks/glasses go (1 per I.D.)
 - Notify to the manager on duty when somebody has signs of intoxication.
- 9. Guest's Situations Resolution** Yes No
 - Knows the Shakey's Problem Solving System (L.A.S.T.)
 - Listens, Apologize s, Solves, Thanks
- 10. Open and Close** (shift /close) Yes No
 - Knows how to Open and Close his/her position

Total Time	Name of Manager/Trainer Certifier	Trainee initials	Passed/ Completed
			_____ % <input type="checkbox"/> Yes <input type="checkbox"/> No

General Comments about the trainee (recommendations, suggestions for improvement, etc.)