



**Station Code**  
BAR-GUI-2014A

**Updated**  
Oct/2014

# Bar

## Station Guide

# 7

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This training material contains standards and procedures for the Shakey's system that relate to the Shakey's brand, specifically the quality of the products that the public associates with the Shakey's brand, other content is in the nature of advice and suggestion as to operations. You should consult with the Manager on Duty or the Franchise owner if you have questions about restaurant operations. For training use only. All Rights Reserved © 2014 Shakey's USA, Inc







## Bartender Station Guide

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### Description of Work

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.

The following responsibilities may vary depending on the store and business hours:

- Complete opening/closing/cleaning procedures for work station.
- Adhere to Alcohol and Beverage standards in pouring, serving and stocking all beverages, condiments and bar supplies.
- Follow Shakey's® proper POS/Cash Handling procedures.
- Maintain work area cleanliness and sanitation standards.
- Stock station, as required.
- Comply with ServSafe practices with regard to personal cleanliness and food handling.



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## Tools for Preparing and Maintaining Work Station

 <p><b>Sani-buckets:</b> Quaternary and Bleach Sani-Bucket</p>	 <p><b>Clean Towels</b> Always keep towel in sanitizer solution</p>	 <p><b>Paper Towels</b></p>
 <p><b>Spray Bottles</b> Fill Spray bottle with cleanser; properly label bottle with specific cleanser name</p>	 <p><b>Pen</b></p>	 <p><b>High Light Marker</b></p>
 <p><b>Counterfeit Detection Pen</b> To check all bills over \$20.00</p>	 <p><b>Calculator</b></p>	 <p><b>Paper Rolls</b></p>
 <p><b>Regular Glass</b> To serve Beer / Lime-A-Rita</p>	 <p><b>Super Mug</b> Serve Beer</p>	 <p><b>Wine Glass</b> Serve Wine</p>
 <p><b>Pitcher</b> Serve Beer</p>	 <p><b>Salt Caddie</b> Salt and Lemon Juice</p>	 <p><b>Margarita Caddie</b> Ice, Orange Slices and Lime Slices</p>



## Bartender Serving Sequence

**Welcome:** 🗨️ "Hi, welcome to Shakey's®. How may I help you?"

If the guest is a regular. You can say: 🗨️ **"Welcome Mr. Jones. What can I get you today?"** (Never assume a regular order is what a guest wants each time, but showing a guest you remember him/her makes them feel special and they will want return again.)

Listen carefully and give the guests your full attention.

**Ask for ID:** Check the guest's I.D. and make sure you give the appropriate number of glasses depending on the number of people over 21 years old. One glass per I.D..

**Suggest:** Offering ideas to our guests for additional items or beverages (food and non-alcoholic beverage).

**Repeat:** Repeating back a guest's order shows that you are listening and may keep mistakes from happening.

**Serve:** Always serve in front of the guests.

**Ask and Inform:** Always ask the guest 🗨️ **"What else may I get for you?"**, this gives you and the guest an opportunity to add on additional items (Lime-A-Rita, Appetizers, etc.) that they may have just seen or decided to enjoy. Inform the guest of the total of the purchase.

**Remember:** Call them by **name**, if they pay with a credit card.

Be sure to provide the guest with their copy of the receipt.



Do not forget to **mark** the coupon on the guests receipt.

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.

**Suggest Refill:** **Make sure you are promoting legal and responsible alcohol consumption for our guest.**

**Thank:** Of course, always thank our guests for coming to Shakey's®.



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**Important:** You must be **18 years or older** to sell and serve alcohol. If your restaurant has a separate bar area with its own cash register, the law requires that you are **21 years or older** to serve alcohol. (Check with your manager regarding the laws in your area)

- If you violate the law by selling to minors or intoxicated persons you are guilty of a misdemeanor and could face arrest, fines and/or a county jail sentence.
- As a Restaurant, violating the law may result in:
  1. A fine, suspension, or revocation of the ABC license.
  2. A damaged reputation in the community.
  3. A loss of guests.
  4. A forced sale of your ABC license.
- As a Team Member, violating the law may result in:
  1. Being laid off during the period when the ABC license is under suspension.
  2. Being terminated.
- ABC investigators rely on complaints to determinate where to follow up.  
Where do complaints come from?
  1. Your ex-co-workers.
  2. Your competitors.
  3. Your neighbors.
  4. Parents of kids they find in possession or under the influence of alcohol.
  5. Guests who see underage guest purchasing alcohol.
- Responsible Alcohol Service Laws:
  1. You must be 21 years old or older to serve alcohol, unless alcohol order is sold as part of the meal at the POS and there is not a separate bar. (Check with your manager regarding the laws in your area).
  2. Never serve alcohol to an **intoxicated person**.
  3. Never serve alcohol to the point of intoxication.

### How to card:

- Always ask the guest if they are "**over 21**".
- Look at the I.D. and do the math! (If you have an automated system, use it).
- Valid **driver's license or passport only**, expired IDs are not acceptable.
- Match face with picture (passports can be up to 10 years old).
- I.D. must be intact and undamaged.
- **Watch where multiple drinks/glasses go (1 per I.D.)**
- Let all team members know when you have denied service.
- Never serve anyone who cannot prove age.
- When in doubt **do not serve**.



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## How to check the Date of Birth and Verifying Guests are over 21?



Many state IDs include the date that the minor will turn 21-years old. This eliminates the need to calculate the guest's age from their birth date. However, several states do not always provide this information and it is important to be able to calculate if a guest is old enough to drink.

Example: If the current date is 6/20/2014 and the guest was born 6/18/1994

**Step 1** Add 20 to the guest's birth year

$$1994 + 20 = 2014$$

**Step 2** Add 1 to the total

$$2013 + 1 = 2015$$

**Step 3** Compare the calculated year to the current year

$$2015 \text{ to } 2014$$

IF	Then
The calculated year occurs <i>before</i> the current year	The guest is <b>21-years or older.</b>
The calculated year occurs <i>after</i> the current year	The guest is <b>underage.</b>
The calculated year <b>matches</b> the current year and <ul style="list-style-type: none"> <li>The guest's birthday has passed</li> <li>The guest's birthday has not passed</li> </ul>	<ul style="list-style-type: none"> <li>The guest is <b>21 years old.</b></li> <li>The guest is <b>underage.</b></li> </ul>



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### The ABC expects you to do the following:

- Familiarize yourself with the standard driver's license I.D. formats.
- Use a guide to check out state I.D.s
- Ask for I.D.s from anyone who appears younger than 30
- Have the person remove the I.D. from their wallet.
- Thoroughly check I.D. and feel the I.D. for alterations.
- Compare the I.D. to the person for a reasonable match.
- Question the person for specific information on the I.D.
- If suspicious, get a 2<sup>nd</sup> form of I.D. or just say "NO"
- Do the math!

We are committed to promoting and ensuring responsible alcohol consumption:

- a) No "To-Go" alcoholic drinks are allowed
- b) We promote food service at the bar
- c) Never permit drinks to stack up in front of a guest
- d) Alert a Manager once a guest has consumed 3 alcoholic beverages

### Notify Manager-on-duty at the first sign of:

- Slurred speech
- Red, watery or glassy eyes
- Alcohol breath
- Flushed, pale skin
- Staggering and stumbling
- Abusive language, loud, profane
- Blank stare
- Obvious impairment
- Annoying other guests

### Offer alternatives(Handled by Managers):

- a) Make sure to get the manager so that they may offer additional alternatives.
  - If possible, invite the guest to stay eat something.
  - Tell the guest he is welcome to stay and finish his meal.
  - Offer a non-alcoholic beverage and/or food.
  - **Strongly discourage the guest from driving.** Offer to arrange for Taxi if the guest is driving. If the guest ignores your suggestions and insists on driving, call the police.

**Important:** A liquor license is a privilege granted to us by local authorities. This privilege comes with one very serious obligation:

**"To operate our liquor service in a legal and responsible manner"**

Abuse or neglect, intentional or not, creates serious liability for Shakey's USA and your personally. In other words the law holds both you and Shakey's USA responsible (legal charges and/or fines for which only you will be responsible to pay to the courts) for violating alcohol-related laws and regulations.

## Serving Beer





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## Beer *Dine in only*

Picher	Super Mug	Bottle
		<b>Serve with guest present</b>

## Serving Wine

### Wine *Dine in only*

#### Bottle



Merlot    Zinfandel    Chardonnay



**Serve with guest present**

\*Some restaurants carry full bottles.  
Consult with your manager on proper opening procedure

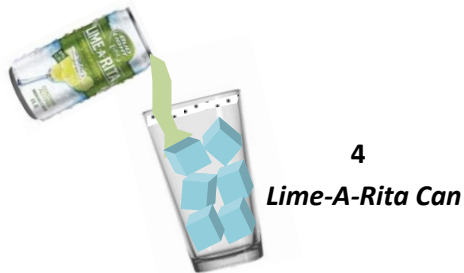
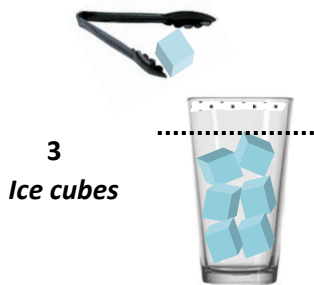


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## Lime-A-Rita

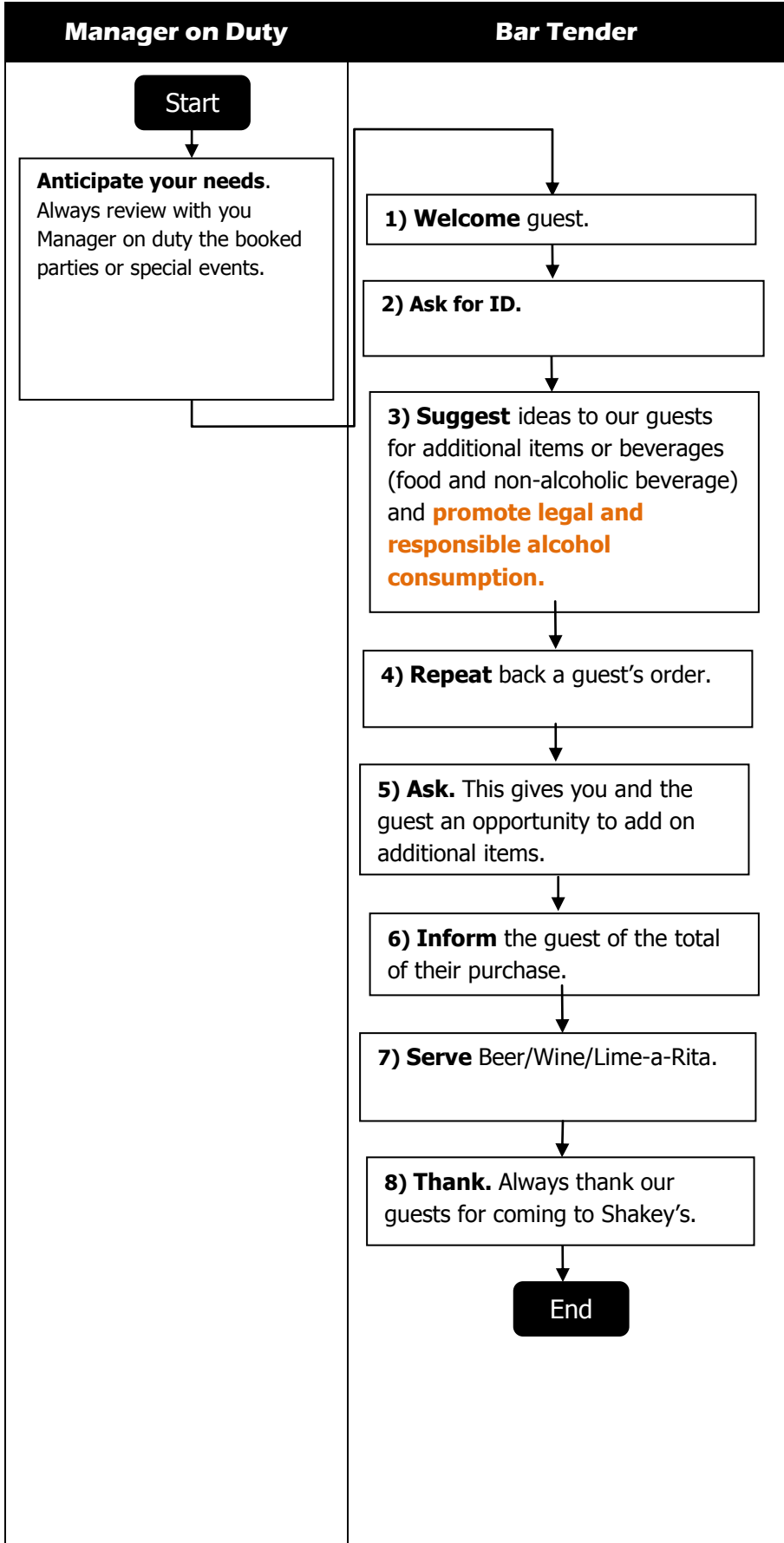
**Lime-A-Rita** *Dine in only*





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# Bar Attendant Station Guide



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