



# Certification



# 7

## Bartender

<b>Total Time</b> 60 min	<b>Employee</b>		<b>Store</b>		<b>Date</b>	/	/
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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.)