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SPHM
HOSPITALITY

BAR OPERATION



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Series 400

Golf - Bar Operation

Subject: Taking/Serving Orders - Bartender

F&B-401

A. Policy. It is the policy of the Club that beverage orders will be taken and served according to established procedures.

B. Discussion

1. Quality service requires that beverage orders be taken quickly and efficiently. Members do not like to wait for their drinks and expect that the all orders will be correctly filled and served.
2. The following procedures will help bartenders better serve our members:
 - a. When a member is seated at the bar, he or she should be acknowledged by the bartender as quickly as possible, even if the bartender is busy with another member or other orders. Often, a simple nod of the head, a short greeting, followed by, "I'll be right with you," allows the member to know that his or her presence has been noted.
 - b. As soon as the bartender is able to wait on the member, he should place a cocktail napkin in front of the member with the logo facing the member, and inquire, "What may I serve you, Sir (or Ma'am)?" or something to that effect.
 - c. The bartender should be patient if the member is having a hard time deciding what to order. The bartender may be able to help by suggesting a beverage.
 - d. If the member is a regular, it is always nice to greet him by name and ask, "The usual, Sir?" Knowing a member's name and beverage of choice makes for great service and member loyalty.
 - e. After preparing the beverage, the bartender will place it in front of the member on the cocktail napkin. If free snacks, such as pretzels, are provided, the bartender should place a bowl of these in front of the member.
 - g. The bartender should inquire if the member wishes to run a tab.
 - (1) If the answer is no, the bartender will ring the order into the point-of-sale terminal, print out a charge slip, and present it to the member for signature.
 - (2) If the answer is yes, the bartender will ring the order into the point-of-sale terminal. When additional drinks are ordered, the bartender will add those to the member's account via the POS terminal. When the member indicates that he want his check, print out and present the charge slip.
 - h. If the bartender is taking an order from a group of members or a multiple order from a single member, it is important to repeat the order back to ensure that he has understood it correctly.

- i. If the member at the bar is obviously sitting at a table, the bartender can tell the member that he (the bartender) or a cocktail wait will bring the drinks to the table. Often if the bar is extremely busy, the member would prefer to take the drinks himself. In this case, provide a cocktail tray to the member to make it easier for him to carry the drinks to the table.
3. Miscellaneous
 - a. Bartenders should be familiar with all standard brands of beverages carried by the establishment and the pricing of each type of drink; as well as food service or snacks available.
 - b. They should also be familiar on a daily basis with any items that may be out of stock, and be prepared to suggest an alternative to members.
 - c. Bartenders should present members with bar menus or ask if members would like to order any snacks.
 - d. Bartenders should make every effort to keep the bar and tables clear of empty bottles, glasses, and trash such as used sipstix and cocktail napkins.

Subject: Taking/Serving Orders – Cocktail Servers

F&B-402

A. Policy. It is the policy of the Club that beverage orders will be taken and served according to established procedures.

B. Discussion

1. Quality service requires that beverage orders be taken quickly and efficiently. Members do not like to wait for their drinks and expect that the all orders will be correctly filled and served.
2. The following procedures will help cocktail servers better serve our members:
 - a. The principal purpose of a cocktail server is to serve members sitting at tables in the tavern or dining room, as opposed to sitting at the bar itself.
 - b. The cocktail server should approach any new members seated at a table, greet them, place cocktail napkins in front of each one with the logo facing the member, and inquire, "What may I get you today, gentlemen (or ladies)," or something to that effect. If free bar snacks are provided, she should bring a bowl to the table when she comes to take the order.
 - c. In order to take the order and serve the members without having to inquire who ordered what, the cocktail server should use the [Focal Point Method] of taking an order, using standard [Beverage Abbreviations].
 - d. The beverage order is taken on a duplicate pad ticket on which the cocktail server writes the table number, her name, and the order.
 - e. After taking the order on a duplicate pad, the cocktail server should repeat it to the table to ensure the order is correct.
 - f. The cocktail server should approach the designated server station at the bar and place the order with the bartender. If the bartender is unavailable at the moment, the cocktail server, assuming she has used standard abbreviations and has legible handwriting, can leave the dup ticket on the bar. The bartender should be able to fill the order from the dup ticket without further instruction from the cocktail server. By putting the table number on the ticket, the bartender can, if time permits and the cocktail server is busy with other members, serve the order himself.
 - g. When serving members' drinks, cocktail servers should use the focal point method to give each member the drink he or she ordered without having to ask, "Who ordered what?"
 - h. The cocktail server should serve drinks by placing them on the cocktail napkin in front of each member, serving women first, oldest to youngest, followed by the men, oldest to youngest. If any cocktail napkins have been moved or used, replace them before serving the drink.

- i. Lastly, the cocktail server should inquire if there is anything else she can get for the table. After leaving the table, she should keep an eye on the table to see if they need additional assistance or when they might be ready to reorder drinks.
- 3. Miscellaneous
 - a. Cocktail servers should be familiar with all standard brands of beverages carried by the establishment and the pricing of each type of drink; as well as food service or snacks available.
 - b. They should also be familiar on a daily basis with any items that may be out of stock, and be prepared to suggest an alternative to members.
 - c. Cocktail servers should present members with bar menus or ask if members would like to order any snacks.
 - d. Cocktail servers should make every effort to keep the bar and tables clear of empty bottles, glasses, and trash such as used sipstix and cocktail napkins.

Subject: Using a Cocktail Tray

F&B-403

- A. Policy. It is the policy of the Club that beverage orders will be carried and served using a cocktail tray.
- B. Discussion
 1. Cocktail servers should always use a cocktail tray to serve members. Beverages should never be carried in their hands.
 2. The cocktail tray is a small round tray, usually measuring 12 to 14 inches in diameter, with a cork surface to keep glasses from sliding.
 3. This tray should be carried by cocktail servers whenever they approach a table to take drink orders.
 - a. The tray serves as a convenient surface to stabilize the duplicate pad upon which the cocktail server writes the order.
 - b. The tray should also contain a stack of cocktail napkins, a spare clean ashtray, a damp bar rag for wiping down tables, the duplicate pad, and a bowl of free snacks (if provided).
 - c. In addition, the cocktail server should have with her, a pen, copies of the bar menu, and any other items commonly used by members.
 4. Carrying the Tray. When carrying drinks on the cocktail tray, the cocktail server should hold the tray in the palm of her hand (facing up), with fingers splayed to give the tray greater stability. The tray should be carried in the left hand (for right-handed waits) at a comfortable height - usually with the elbow bent at a 90-degree angle so that the forearm and tray are parallel to the ground.
 - a. When loading the tray at the bar with beverages to be served, the server should place the taller and heavier glasses in the center of the tray, with smaller, shorter glasses around the edges. This gives the tray the greatest stability.
 - b. When serving drinks to members, keeping in mind the order of service (women first, oldest to youngest), take care not to unbalance the tray by taking all glasses from one side. Shift drinks on the tray, if necessary, to maintain comfortable balance.
 - c. When clearing dirty tables, use the tray to carry glasses, trash, and dirty ashtrays. All of the same procedures apply for carrying a tray of drinks to be served, i.e., keep the tray balanced.
 5. Demonstration. Supervisors should demonstrate the proper way to carry a tray and allow cocktails servers an opportunity to carry full glasses around on their trays, and to practice serving and clearing tables.

Subject: Mixology – Stir Procedure

F&B-404

- A. Policy. It is the policy of the Club that all alcoholic beverages will be mixed according to standard recipe procedures.
- B. Discussion
 - 1. Fill a mixing glass one-fourth full of ice.
 - 2. Pour base first, then add the liquor into the mixing glass.
 - 3. Hold the mixing glass with fingers closed at the base and stir. Hold the bar spoon by its helix and roll it back and forth between thumb and index finger for about 3 or 4 seconds. Gently remove the bar spoon.
 - 4. Using a spring strainer over the mouth of the mixing glass, strain ingredients into a chilled stemmed glass.
 - 5. Accompany with appropriate garnish.

Subject: Mixology – Ice Down-Pour Procedure

F&B-405

A. Policy. It is the policy of the Club that all alcoholic beverages will be mixed according to standard recipe procedures.

B. Discussion

1. Fill a rocks glass with ice.
2. Pour liquor first, then add the base.
3. Accompany with appropriate garnish.
4. Add stirrer or sip-stix.

Subject: Mixology – Shake Procedure

F&B-406

- A. Policy. It is the policy of the Club that all alcoholic beverages will be mixed according to standard recipe procedures.
- B. Discussion
 - 1. Fill a mixing glass one-third full of ice.
 - 2. Add liquor and/or liquors.
 - 3. Add mixer and/or base ingredients.
 - 4. Place a metal cup or base over the top of the mixing glass (making sure the metal cup is sitting evenly, not at an angle).
 - 5. Give the top (bottom of the metal shaker) a slight tap to create a vacuum.
 - 6. Pick the whole unit up off the bar and flip it over, so that the metal is facing down and the glass is to your shoulder.
 - 7. In a quick, even movement, move the unit back and forth in a rapid succession.
 - 8. After shaking, position the unit so that the metal shaker is still on the bottom. Hold the unit in your left hand, down low, near the base. Keep your hands away from frost-line area.
 - 9. Examine the metal cup for the frost line. Look at the top of the mixing glass for the side of the glass that is straight, and not at an angle. The total unit should be to your right hand.
 - 10. With the left hand holding the unit for balance, hold your right hand at an angle and hit the side of the metal shaker at the frost line to break the vacuum.
 - 11. Pull the mixing glass off and strain the liquid.
 - 12. Garnish as needed.

Subject: Mixology – Speed Shake Procedure

F&B-407

A. Policy. It is the policy of the Club that all alcoholic beverages will be mixed according to standard recipe procedures.

B. Discussion

1. Fill a service glass with ice.
2. Add liquor and/or liquors.
3. Add mixer and/or base ingredients.
4. Place the speed shaker over the top of the glass.
5. Lift the unit off the rail or dash and invert the glass into the speed shaker and shake. Note: When inverting the glass, do not allow the glass to shift, or an air pocket will form.
6. Pull the glass from the unit and transfer the liquids back to the glass.
7. Add the garnish.

Subject: Mixology – Blender Procedure

F&B-408

- A. Policy. It is the policy of the Club that all mixed beverages will be prepared according to standard recipe procedures.
- B. Discussion
 - 1. Fill the blender-mixing container one-fourth full of ice (per serving).
 - 2. Pour base first, then add the liquor into the mixing container.
 - 3. Place the top on the container. Always keep a hand on the top of the container while blending to avoid spilling.
 - 4. When all components are incorporated, turn off blender, and pour contents into appropriate glass.
 - 5. Accompany with appropriate garnish.

Subject: Beverage Brands Familiarization

F&B-409

- A. Policy. It is the policy of the Club to establish brands of liquor that will be provided to our members.
- B. Discussion. The more we know about the products we offer, the more service we can provide to our members. Knowing the products by heart will allow us to sell more drinks thereby creating more revenue.
- C. Beverage Brands
 - 1. Vodka Liquors
 - a. Absolut;
 - b. Ketel One;
 - c. Stolichnaya Gold (Catering Only);
 - d. Grey Goose;
 - e. Chopin.
 - 2. Rum Liquors
 - a. Bacardi Light;
 - b. Bacardi Reserve;
 - c. Bacardi 8;
 - d. Myer's Original Dark;
 - e. Mt. Gay Eclipse (Catering Only);
 - f. Malibu.
 - 3. Gin Liquors
 - a. Beefeater Gin;
 - b. Tanqueray;
 - c. Bombay Sapphire.
 - 4. Tequila Liquors

- a. Jose Cuervo;
- b. Jose Cuervo Tradicional;
- c. Jose Cuervo Anejo.

5. Cognac Liquors

- a. Courvoiser VS;
- b. Courvoiser VSOP;
- c. Hennessey VS;
- d. Hennessey VSOP;
- e. Remy Martin VS;
- f. Remy Martin VSOP.

6. Bourbon Whisky Liquor. Maker's Mark.

7. Tennessee Whisky Liquor. Jack Daniel's Black Label 4 year.

8. Canadian Whisky Liquor. Crown Royal.

9. Irish Whisky Liquor. John Jameson 12 year.

10. Scotch Whisky Liquors

- a. Cutty Sark (Catering Only);
- b. Dewars White Label;
- c. Johnnie Walker Red Label;
- d. Johnnie Walker Black Label 12 year;
- e. J&B Rare;
- f. Chivas Regal 12 year;
- g. Haig & Haig Dimple Pinch 15 year.

11. Bourbon Specialties

- a. Knob Creek 9 year;
- b. Basil Hayden 8 year;
- c. Baker's 7 year;
- d. Booker's 7 year.

12. Single Malt Scotch Liquors

- a. Glenfiddich;
- b. Glenlivet 12 year;
- c. Glenkinchie 10 year;
- d. Oban Classic Malt 14 year;
- e. Dalwhinnie Classic Malt 15 year;
- f. Glenmorangie 10 year.

13. Cordials

- a. Cointreau;
- b. Grand Marnier;
- c. Drambuie;
- d. B&B;
- e. Godiva Chocolate;
- f. Chambord Royale;
- g. Opal Black Sambucca;
- h. Frangelico;
- i. Amaretto Di Saronno;
- j. Campari;
- k. Bailey's Irish Crème;
- l. Midori Melon;

- m. Kahlua Coffee;
- n. Galliano;
- o. Southern Comfort.

14. Beers

a. Domestic

- (1) Budweiser;
- (2) Bud Light;
- (3) Bud Ice;
- (4) Michelob;
- (5) Michelob Light;
- (6) Coors;
- (7) Coors Light;
- (8) Miller;
- (9) Miller Lite;
- (10) Miller Genuine Draft;
- (11) Rolling Rock;
- (12) Samuel Adams Boston Lager;
- (13) Zima;
- (14) O'Doul's Non-Alcoholic.

b. Imports

- (1) Heineken;
- (2) Amstel;
- (3) Amstel Light;

- (4) Molson;
- (5) Beck's;
- (6) Beck's Dark;
- (7) Corona;
- (8) Corona Light;
- (9) Bass;
- (10) Guinness;
- (11) Harps;
- (12) New Castle Brown Ale;
- (13) Kaliber Non-Alcoholic.

Subject: Drink Recipes

F&B-410

A. Policy. It is the policy of the Club that standardized drink recipes be established and maintained to ensure consistency and cost effectiveness.

B. Procedure

1. Bartenders will use the Old Mr. Boston Bartenders Guide as the standard for preparing mixed drinks.
2. Sufficient copies of the guide will be purchased and kept at all bars for reference.

Subject: Giving Last Call

F&B-411

- A. Policy. It is the policy of the Club to provide a “last call” to members and guests in the bar to let them know that alcoholic beverage service will soon be ending.
- B. Discussion
 - 1. State law permits the sale of alcoholic beverages between the hours of 7 a.m. and 2 a.m. daily. Alcohol may not be served on Sundays until noon. Each alcoholic beverage outlet has a posted closing time.
 - 2. If a beverage outlet is slow (very few people or people nursing drinks), give a last call 20 minutes before posted closing time. After last call has been given, the bartender may begin cleaning up and putting bottles away. At closing time turn up the lights.
 - 3. If someone comes in before 2 a.m., but after last call, they may be served. When serving, ensure they know that you will have to collect all unfinished drinks promptly at 2:30 a.m. Do not turn up lights until this party has finished their drinks or 2:15 a.m., whichever comes sooner.
 - 4. If there is sufficient business to warrant staying open, keep the bar open, but in no case later than 2 a.m. At 2:30 a.m. all alcoholic beverages must be off the bar and all tables. Unfinished drinks must be taken from members and guests.
 - 5. In simplest terms: alcoholic beverages may not be sold after 2 a.m., but can be consumed until 2:30 p.m.

Subject: Alcohol Awareness

F&B-412

A. Policy. It is the policy of the Club to avoid over-consumption of alcohol.

B. Discussion

1. The serving of alcohol is a privilege that is granted by local authorities. With this privilege comes a duty for us to operate our business in a responsible manner.
2. Abuse or neglect of this privilege could jeopardize public safety and cause considerable liability to the Club as well as our employees personally.

C. The Law

1. It is against the law to serve alcohol to an intoxicated person.
2. It is against the law to serve alcohol to a minor.
3. It is against the law to serve alcohol to the point of intoxication.

D. Checking ID's

1. Request ID from anyone who looks under the age of 30 years old and orders alcohol.
2. Accept only legal forms of ID.

E. Acceptable Forms of ID

1. Valid Driver's License.
2. Valid Passport.
3. US Active Duty Military ID.
4. Official personal ID card accompanied by another form of identification.

F. Things to Remember when Checking ID's

1. Carefully look for any difference in the card's type, size, style, or color.
2. Make sure to compare the photo and physical description with that of the member.
3. Look for alterations in the ID such as cuts or erasures in the laminate by holding up the card to the light.
4. Never accept an ID card that you are not familiar with.

Subject: Beverage Terms and Definitions

F&B-413

- A. **Policy.** It is the policy of the Club that we will use a specific vocabulary to communicate within our department.
- B. **Discussion.** By using a common vocabulary we will be able to perform more proficiently to ensure proper member service.
- C. **Terms and Definitions**
 - 1. **Behind you.** When coming up behind a co-worker, say this to inform him or her of your presence to avoid collisions.
 - 2. **Cocktail.** A drink containing two or more liquors and/or mixers.
 - 3. **Coming Around/Corner.** What someone would say before going around a blind corner of an operation to allow others to know of his/her approach.
 - 4. **Highball.** A combination of any brand of liquor and one mixer e.g., Vodka Tonic.
 - 5. **Mixer.** Non-alcoholic beverages, i.e. ginger ale, juices, tonic, etc., added to liquor to make a mixed drink.
 - 6. **P.O.S. (Point of Sales).** Point of sales is an electronic cash register, used to ring in orders and communicate food and beverage orders to the kitchen and bar.
 - 7. **Station.** Your particular work area. For service personnel will include your particular section or number of tables.
 - 8. **Straight Up.** Any drink or liquor served without ice or with ice strained out.
 - 9. **Tall Drink.** Any drink served in a glass taller (larger) than a standard high ball glass. Same amount of liquor, but more ice and mixer added.
 - 10. **Neat.** Spirits served straight in a glass without ice or mixer.
 - 11. **On the Rocks.** Spirits served over ice.
 - 12. **On the Side.** Mixer served in a separate glass, usually water.

Subject: Responsible Service of Alcoholic Beverages

F&B-414

A. Policy. It is the policy of the Club that all service staff will follow the basic guidelines to ensure responsible alcoholic service.

B. Discussion

1. Basic Guidelines.

- a. Pace the member's drinking pattern.
- b. Monitor the number of drinks and behavior of each member.
- c. Avoid "stacking" drinks for members.
- d. Keep communication open with all coworkers about any potential situations.
- e. Never let a situation get out of hand before a manager is made aware of the problem.

2. Cautionary Signs – Be aware of the condition of our members at all times. An intoxicated person will usually display recognizable behavioral characteristics.

- a. Slurred or thick-tongued speech.
- b. Inability to focus eyes.
- c. Glassy, bloodshot eyes.
- d. Strong smell of alcohol on breath.
- e. A change in behavior such as impulsive aggression or loss of inhibition, becoming more/less talkative, or alternating silent/loud voice.
- f. Change in color of facial skin – turning pale or flushed.
- g. Loss of physical motor skills – staggering or stumbling when walking, or spilling drinks or food.
- h. Use of abusive language, questioning the server's performance, speaking profanity, or bragging.
- i. Exaggerated emotional outbursts – crying or loud laughing.
- j. A blank or dazed facial expression.

- k. An obvious impairment of judgment.
- l. The individual is annoying other members.
- 3. Taking Action.
 - a. If you feel that a member is intoxicated, you should cease serving the member and inform the manager.
 - b. Let the manager be the one to inform the member of the decision to not serve more beverages.
 - c. Do not attempt to reason with the member.
 - d. Do not get “talked into” serving the intoxicated member more alcohol.
 - e. Approach the member with another employee – preferably with a larger one – if you feel the member is belligerent or physically threatening.
 - f. Never attempt to physically detain a member on the premises.

Subject: General Beverage Knowledge

F&B-415

A. Policy. It is the policy of the Club to provide general beverage knowledge to food service employees.

B. General Beverage Knowledge

1. Liquors

a. Ethyl alcohol is the common ingredient to all liquors. Most common liquors are alcohols distilled from grain, grapes, fruit, and sugar cane.

b. Common liquors include:

(1) Scotch - whiskey distilled in Scotland from malted barley. Most common scotches are blends of scotch from several distilleries to achieve uniformity. Single malt scotches are made from the product of a single distillery and are often distinctive in their aroma and taste.

(2) Bourbon - a straight (unblended) whiskey distilled from a mash having 51% or more corn.

(3) Whiskey or Whisky - a distilled alcohol liquor made from grains, such as barley, wheat, rye, or corn. Usually straight or blended.

(4) Gin - an alcoholic liquor made by distilling grain mash with juniper berries.

(5) Vodka - un-aged, colorless, distilled liquor, originally made in Russia. In Czarist days made from potato mash, but now made from grain.

(6) Rum - made by boiling sugar cane down to molasses, then fermenting and distilling. Can be light or dark.

(7) Tequila - a liquor from Mexico, made from the distilled mash of the agave plant.

2. Cocktail Beverage Terminology

a. Cocktail service has developed over the years into a culture of its own with its own traditions and rituals, specialty glassware, countless recipes and a full, if sometimes obscure, terminology. Bartenders and cocktail servers should become familiar with the more common drinks. Many drinks have a standard garnish which you should also learn.

b. A good bartender or cocktail server will be familiar with some of the more common terms, such as:

- (1) Mixer - Any one of a number of non-alcoholic beverages mixed with alcohol to create a mixed drink. Examples - tonic, soda, ginger ale, water, Bloody Mary Mix, orange and other fruit juices.
- (2) Highball - Mixed drink of liquor and mixer usually served in a tall glass with ice.
- (3) Shot - Straight liquor served in a shot glass.
- (4) Shooters - Several liquors and/or liqueurs mixed together and served in a shot glass.
- (5) On the rocks - Liquor served over ice, normally in an old fashioned glass.
- (6) With a splash - Liquor with a little bit of water added in a rocks glass.
- (7) Neat or straight - Liquor served by itself.
- (8) Straight up (or up) - Drink prepared cold and transferred to a glass with no ice.
- (9) On the side (or back) - Second beverage served alongside an alcohol drink, usually water.
- (10) Dry - Martini or Gibson mixed with very little vermouth. A wine that is not sweet.
- (11) Call brand - Customer's preferred brand of liquor, "called" for by name, usually higher quality than the house brand.
- (12) House (or well) brand - Brand of liquor poured by an establishment when a customer does not specify a preference of brand. Sometimes called well brand, because the house brands are kept in "speed" well for convenience of pouring.
- (13) Draft - Beer stored in kegs and dispensed by the glass.
- (14) Liqueurs - Any of a class of alcoholic liquors, usually strong, sweet, and highly flavored.
- (15) Cordials - Liqueurs normally served after a meal.
- (16) Aperitif - Before dinner liqueurs, taken to stimulate the appetite.
- (17) Bitters - Bitter flavoring used in making drinks made from many intricate combinations of growing things, such as herbs, roots, barks, berries, and spices. Examples: Angostura (Trinidad), Abbott's Aged Bitters (U.S.), Orange Bitters (England).
- (18) Vermouth - a white appetizer wine flavored with many herbs, roots, berries, and flowers. Dry vermouth is used in mixing Martinis. Sweet Vermouth (Italian red) is used in several drink recipes. Both types of vermouth are perishable if left too long in opened bottles.

- (19) Grenadine - a syrup made from pomegranate juice. Used in Shirley Temples and Roy Rogers - non-alcoholic drinks for children.
- (20) Simple syrup - A syrup made by heating sugar and water; used to provide sweetness to many drinks.
- (21) Shot glass (or jigger) - a small glass or metal cup, of pre-measured size, or marked with various measures, used to measure liquor when preparing drinks.
- (22) Garnish - Decoration on a drink, part of the overall presentation of the drink; usually fruit or vegetable, such as orange, cherry, lemon, lime, pineapple, or celery; but sometimes a prop, such as a flower, a paper umbrella, etc.
- (23) Rocks - Slang term for ice.

c. Individual drink recipes are so numerous that it is beyond the scope of this material to provide them. Bartenders and other employees who have a need to know drink recipes should refer to the Bartender's Bible maintained at each bar. Common drink recipes are covered separately and should be known to all beverage employees.

3. Brandy, Cognac, and Sherry

- a. Brandy is a distilled wine. Distillation occurs because alcohol vaporizes at a lower temperature than water. When a spirituous liquid (one containing alcohol) is heated, the alcohol vaporize before the liquid (at its boiling point). The vaporized alcohol is captured and condensed back into liquid form by cooling. The result is pure alcohol.
- b. Cognac is a brandy that is distilled from wines made of grapes grown in the Charente area of France.
 - (1) The name "Cognac" is reserved by law only for those brandies from that region. Therefore while all Cognac is brandy, not all brandies are Cognacs.
 - (2) Cognacs are graded and labeled according to strict standards set by the French government. The various grades are:
 - (a) C - Cognac
 - (b) E - Extra or Especial
 - (c) F - Fine
 - (d) O - Old
 - (e) P - Pale

(f) S - Superior

(g) V - Very

(h) X - Extra

(3) When letters appear on a Cognac's label, it has been aged in wood. Example: A label VSOP 7 means that the Cognac in question is Very, Superior, Old, Pale, and has been aged in wood for 7 years.

c. Sherry is a wine fortified with brandy. Main sherries are produced in Spain. Sherries range in color and dryness (lack of sweetness). Sherries are much more popular in Europe, and are used frequently in the U.S. in cooking. Ports are sweet sherries.

4. Cordials

- a. "Cordial" and "Liqueur" mean the same thing. They are alcoholic spirits flavored with fruits, plants and/or herbs. They are sweet because fruit cordials have a high sugar-syrup content in the fruit and those produced from plants and herbs have sugar and syrups added to them. Bases for cordials are any distilled spirit, most commonly Brandy, Cognac, Gin, Scotch, and Malt Liquor.
- b. Examples of Fruit Cordials: Apricot Brandy, Peach Brandy, Wild Cherry Brandy, Triple Sec (Orange), Grand Marnier (Orange with Cognac base), Blackberry Brandy, and Cointreau (Orange).
- c. Examples of Plant/Herb Cordials: Schnapps - Mint Leaves; Cocoa - Cocoa and Vanilla Beans; Menthe - Mint Leaves; Anisette - Anise; Drambuie - Honey (Scotch base; Sambuca - Elderberry; Sloe Gin - Sloe Berry (Gin base); Coffee - Coffee Beans (Kahlua - Mexico, Tia Maria - Jamaica); Benedictine - 27 different herbs and plants (brandy base).
- d. Some countries have produced such excellent liqueurs that they are recognized world wide as standards of quality. Examples: Stregga - Italy; Galliano - Italy; Peter Herring - Denmark; Grand Marnier - France; Kahlua - Mexico; Tia Maria - Jamaica.
- e. Other cordials have longstanding proprietary recipes. Examples: Benedictine, Drambuie, Chartreuse, Courvoisier, Grand Marnier.
- f. Traditionally, the primary purpose of cordials was to aid digestion. Today, they are used to enhance the overall dining experience by offering the guest a wide variety of flavorful beverages to complement his meal.
- g. Cordial glassware. Cordials will be served in the following glassware:
 - (1) Straight up - Cordial glass, 2 ounce (Libby #3826).
 - (2) On the rocks - Footed Rocks glass, 7 ounce (Libby #3747).

5. Beers

- a. Beer is a generic term used to describe all brewed and fermented beverages made from malted grains and hops.
- b. There are five major types of beers: Ale, lager, stout, porter, and bock.
- c. Production process
 - (1) Grain, usually barley, is germinated. The germinated product is called "malt."
 - (2) The malt is dried in a kiln during a process called "roasting." The length of time and temperature of roasting determines the color and sweetness of the final product.
 - (3) The roasted malt is mixed with other grains and water, and cooked. The quality of the water is also important to the final product. Waters high in minerals can only be used for stronger beers which mask the water's flavor.
 - (4) After cooking, the excess liquid or "wort" is drained off. The wort is placed in a kettle and infused with hops, a soft pine-cone shaped flower that adds flavor.
 - (5) After several hours of boiling in the wort, the hops are removed and the mix allowed to cool. Then yeast is added to begin the fermentation process by attacking the malt sugars.
 - (6) The yeast converts the wort to beer. Yeasts can be bottom or top fermenters, depending upon their particular characteristics. Top fermenters produce ale, while bottom fermenters produce lager. Most beer made in the U.S. is lager.
- d. The best serving temperature for beer is in the range of 45 to 50 degrees.
- e. Pouring beer. Pour beer into the center of a stationary glass to produce a nice head of foam. Pour beer down the tilted inside of a glass to avoid a large head.
- f. Beer glassware. Beer will be served in the following glassware:
 - (1) Domestic, imported, premium, or super import beer in either cans or bottles - Pilsner, 11 ½ ounce glass (Libby #19).
 - (2) Draft beer, 10 ounce glass - Pilsner, 11 ½ ounce glass (Libby #19).
 - (3) Draft beer, 16 ounce glass:
 - (a) Footed Ale glass, 15 ¼ ounce glass (Libby #3815).
 - (b) Beer Mug, 16 ounce (Libby #5092).

g. Beer terms:

- (1) Ale - malt brew, more full bodied, flavorful, aromatic, and more bitter than pilsner. Top fermented.
- (2) Lager - Clear bodied beer. Bottom fermented.
- (3) Stout - a dark, sweet, strong with a taste of hops.
- (4) Pilsner - bright, lagered beers. Named after Pilsner Urquell, a brew from the town of Pilsner in Bohemian.
- (5) Porter - ale with a rich, heavy foam. Sweeter than ale, not as strong as stout.
- (6) Bock - dark, sweet, heavy beer.
- (7) Malt liquor - a beer with great variation, but having a higher alcoholic content.
- (8) Light beer - pilsner beers which are lower in alcohol and calories. Usually mild tasting
- (9) Low alcohol beer - similar to light beers, but with even less alcohol and calories.
- (10) Sake - a Japanese made fermented rice brew.

6. Wines

- a. Wine is the oldest form of alcoholic beverage, its origins pre-dating written history. Some scholars think wine originated around 4,000 B.C. in the Mediterranean area.
- b. The wine-making process depends upon a great number of factors that make it impossible, despite modern scientifically controlled methods, to produce the exact same wine from different vineyards and from year to year. Some of the many factors include the grape, the soil, the weather during growth and harvest, sugar content of the grapes, wine-making technique, blending, aging, aging containers, and, of course, the skill and tastes of the vintner. What this means practically speaking is that wine is an incredibly complex beverage whose intricate color, aroma, and taste, can provide something for everyone.
- c. Production process
 - (1) Grapes are harvested in the fall, the exact time depending upon the variety of grape and weather.
 - (2) Grapes are put into a crusher-stemmer which crushes the grapes and removes the stems. The result of this process is called "must."
 - (3) The "must" is pumped to a presser which separates the skins from the juice. For red wines, the skins are left in during the fermentation process.

- (4) The juice is pumped into a settling tank and then on to a fermentation tank where yeast is added and fermentation begins. The juice is allowed to ferment for two to three weeks, producing wine.
- (5) If desired, the wine is then aged. Traditional wine-making called for aging in wooden casks where the wine picked up flavors and aroma of the wood.
- (6) After aging, the wine is filtered and bottled.

d. Wine appreciation

- (1) There are three elements to enjoying wine: the color, the aroma, and the taste.
- (2) The enjoyment of wine is absolutely dependent upon personal taste. While wine critics attempt to establish the quality of one wine over another, the ultimate arbiter is the individual drinker.
- (3) To sample a wine, a drinker will follow a three step process that should take no more than 15 seconds.
 - (a) First, pour wine into a wine glass, being careful not to fill it more than half full. This leaves room for the wine to vaporize on the inner surface of the glass. Hold the glass up to a light source and look at the color. The wine should be clear and not cloudy or murky. The deeper the color of the wine, the fuller the body.
 - (b) Next, swirl the glass to aerate the wine on the inner surface of the glass. This helps to release the aroma of the wine. Hold the mouth of the glass up to the nose and smell the aroma. The aroma will greatly affect the judgment of the wine. Some wines will have a light, flowery or grapey smell, others will have a deep, robust, and spicy berry aroma.
 - (c) Finally, take a mouthful of wine and draw air into the mouth through the wine to release the flavors. Notice the various components of the taste. Dry or sweet, acidic, mellow, oaky, or fruity? Is it light, heavy, well balanced? All of these subjective evaluations will influence one's enjoyment of the wine.

e. Wine categories. Wines are usually categorized broadly as:

- (1) White, which can be sweet and fruity or dry.
- (2) Red, either medium or full-bodied.
- (3) Rose', a pink table wine whose grape skins are removed from the must prior to fermentation.
- (4) Sparkling wines/Champagne

- (5) Dessert wine (sweet)
- (6) Sherry, either dry or sweet
- f. Wine service
 - (1) Red wines are best served at room temperature or about 65 degrees F.
 - (2) White wines, rose's, and light reds are best served chilled or between 50 and 55 degrees F.
 - (3) Champagnes and sparkling wines are best served cold or about 45 degrees F. to maintain their effervescence. Avoid very cold temperatures, as it will cause delicate flavors to be lost.
- g. Food and wine complements. The following generally couples categories of wine with particular foods. Again, this listing is traditional and should not dictate personal preferences.
 - (1) Sparkling wine and Champagne - appetizers, wild game, caviar, roasted almonds, oysters, and fruit.
 - (2) Rose' wine - ham, turkey, sausages, and pork.
 - (3) White wine - Seafood, poultry, shellfish, veal, cream sauces, mild cheeses, and light dishes such as salads.
 - (4) Medium-bodied red wine - pork, wild game, lamb, blackened fish or poultry, pate, mild cheeses.
 - (5) Full-bodied red wine - Steak, roast beef, blackened red meat, heavier dishes, cheeses from mild to sharp.
 - (6) Dessert wines - fruits, pastries, simple desserts.
 - (7) Dry sherry - appetizers and soups.
 - (8) Port and sweet sherry - after dinner and with cheeses.
- h. Wine glassware
 - (1) Red wine - Red Wine Glass, 8 1/2 ounce (Libby #3764).
 - (2) White wine - White Wine Glass, 8 1/2 ounce (Libby #3765).
 - (3) Champagne - Tulip Champagne Glass, 9 ounce (Libby #8476).
 - (4) Sherry - Footed Rocks Glass, 7 ounce (Libby #3747).

i. Wine storage

- (1) Wine is highly perishable, oxygen causing the wine to oxidize and turn to vinegar.
- (2) Wine bottles should be stored on their side to keep the inside of the cork wet. If the cork dries out, allowing oxygen in, the wine will turn to vinegar.
- (3) A recorked bottle will usually only keep for a few days. Bartenders where wine is sold by the glass must keep careful tabs on opened bottles and smell the wine before pouring.

j. Wine terminology

- (1) Acidity - a term used to indicate the tartness or sharpness of taste due to fruit acids.
- (2) Aroma - the portion of the wine's smell derived from the grape variety and fermentation.
- (3) Balance - a tasting term which denotes harmony among the components of a wine.
- (4) Body - the fullness of wine on the palate.
- (5) Bouquet - the portion of the wine's smell that develops after bottling.
- (6) Carafe - an open mouthed glass container used to serve house wine.
- (7) Dry - lacking in sweetness.
- (8) Fermentation - the process of converting natural grape sugars into alcohol and carbon dioxide in the presence of yeast.
- (9) Generic wine - wine blended from several grape varieties. Examples are chablis, rhine, or burgundy.
- (10) House wine - wines selected and featured by an establishment as their moderately priced, everyday wine.
- (11) Magnum - a large bottle of wine, measuring 1.5 liters.
- (12) Nose - the total smell of a wine, composed of its aroma and bouquet.
- (13) Residual sugar - the natural grape sugar which remains in a wine and determines its sweetness.
- (14) Split - a small bottle of wine, measuring 187 milliliters, approximately one 6 ounce glass.
- (15) Tannin - the components of wine that have a mouth-puckering, sometimes bitter, taste

which leaves a mouth-drying aftertaste.

- (16) Varietal wine - wine made from one grape variety.
- (17) Vintage - the wine from a particular harvest; the year a wine is made.
- (18) Vintage wine - wine made from grapes that are harvested in one year.
- (19) Vintner - one who makes or sells wine.

k. Wine producing regions

- (1) The variety of wine producing regions has expanded in the last thirty years so that quality wines are produced throughout the world. In the early Fifties, the major wine producing regions were European, dominated by the French, Germans, and Italians. Today, wine is produced on every continent. Winemaking exploded in California in the Sixties and Seventies. Other countries producing wines in recent years include Australia, Chile, New Zealand, South Africa, and Japan.
- (2) Due to the overwhelming variety of wines and wine producing regions, it is beyond the scope of this training manual to attempt to provide anything more than the basics. Those interested in furthering their education of wines can find any number of excellent books in the library to increase their knowledge.

7. Common Beverage Techniques

- a. Chilling a glass. A glass may be chilled by:
 - (1) putting it in the refrigerator or freezer several hours before use,
 - (2) filling the glass with crushed ice just before use, or
 - (3) filling the glass with cracked ice and stirring it around before pouring the drink in.
- b. Frosting a glass. Store the glass in a refrigerator or bury it in shaved ice long enough to give it the frosted look and feel.
- c. Salting a Margarita glass. Rub the rim of the glass with a lime, turn it upside down and dip it into salt.
- d. Muddling a drink. Some drinks call for "muddling" fruit to give the drink flavor. Use a "muddler", a wooden mortar or the back of a spoon to crush the fruit in the bottom of the glass.
- e. Stirring a drink. Drinks often need to be stirred to allow the ingredients to blend properly. Use the bar spoon to stir drinks. Drinks with carbonated mixers must be stirred lightly to preclude fizzing over.

- f. **Shaking a drink.** Some drink recipes call for drinks to be shaken. After all ingredients are poured into a shaker filled with ice, the top or cap is placed on the shaker which is shaken four or five times. Tap the shaker lightly on the edge of the bar to loosen the top (ensuring the larger mouthed section is on the bottom) and open the shaker. Pour the drink into a glass while using the strainer to strain the ice. A blender can also be used, but given the amount of noise a blender makes, it is best to use the shaker unless making a frozen drink.
- g. **Measuring liquors.** All alcoholic drinks will be made using a shot glass or jigger to measure the amount of alcohol. The standard shot size for the Club is one and one quarter (1 1/4) ounce. When pouring into a shot glass, hold it over the glass or mixing container, so that any spillage is not wasted. Bartenders should not use the "spilling pour" whereby the shot glass is poured and dumped in one motion. While this saves time, it also results in a heavy pour, more intoxicated patrons, and higher pouring costs.
- h. **Floating liqueurs.** Some recipes call for liqueurs to be "floated" in a glass. This technique results in a layered look where the liqueurs are cleanly separated and do not mix. This is done by carefully pouring each liqueur down the back side of a bar spoon (rounded side up). Heaviest liqueurs are poured first as described in the recipes. All pouring must be done slowly and carefully.
- i. **Opening wine bottles.** Cut the seal on the neck of the bottle with the knife blade on the corkscrew. Peal off the seal and wipe the top of the bottle with a cloth. Insert the corkscrew into the center of the cork and turn the corkscrew until it is completely in the cork. Unhinge the lever arm and rest it on the edge of the bottle top away from your hand. With an upward movement of the corkscrew end in your hand, pull the cork out.
- j. **Opening Champagne or sparkling wines.** Champagne and sparkling wines contain a tremendous amount of pressure and could cause injury if not opened properly. First, the bottle should be well chilled. Wrap a clean, white cloth (or napkin) around the top and hold it over the top, while loosening the wire cap. Remove the cap. With the cloth still over the top, and pointing the bottle away from other people, hold the cork with one hand and firmly grasp the bottle by the indentation on the bottom. Slowly turn the bottle, not the cork, until the cork comes free with a pop. Pour the contents slowly into the center of the glass to keep it from fizzing over.
- k. **Using an Wine Bucket.** Opened bottles of chilled wines should be placed in an iced wine bucket at a customer's table after the first glasses of wine have been poured. The bucket should be filled approximately halfway with ice and sufficient water (usually a pitcher full) is added to allow the opened bottle to be pushed down easily into the bucket.
 - (1) Some facilities have ice bucket stands. If so, these should be placed at the right hand of the obvious host at the table (usually the person who ordered the wine). A napkin should be folded into a thin strip and this should be wrapped once around the neck of the bottle (like a scarf).
 - (2) At those facilities without stands, the wine bucket may be place on the table, accessible to

the host, but not blocking members' views of each other. Again, a napkin should be placed around the neck of the bottle.

Subject: Bar Opening Procedures

F&B-416

- A. Policy. It is the policy of the Club that we establish certain bartender procedures that must be completed to be ready for service to our members.
- B. Discussion
 - 1. Arrive to work on time, and in proper uniform.
 - 2. Check bar for cleanliness of bartop, backbar, sinks, ice bins, barstools, and floor. Correct as necessary.
 - 3. Check previous shift's closing beverage and bar supply. Check Bar Requisition for any missing items.
 - 4. Set up speed racks with the following well brand liquors, from left to right: Vodka, Gin, Blend, Scotch, Rum, Brandy, Dry Vermouth, Sweet Vermouth.
 - 5. Check bottled drinks; rotate and restock them according to established par stocks. Restock liquor issued for the day. Turn in empty bottles.
 - 6. Clean soda gun. Check soda bag in the box levels.
 - 7. Check fruit garnish, fruit juices, cream, and other bar mixes. Wash containers, refill, and refrigerate.
 - 8. Prepare garnishes sufficient for one shift.
 - 9. Check all sundry supplies and bar implements.
 - 10. Wash and polish the bar counter; wash sinks and ice bins. Then wipe the neck of each bottle on the back bar. Line the bottles with labels and pourers facing the same direction.
 - 11. Offer assistance to other employees that may be having difficulty getting ready for service.
 - 12. Ensure your bar is ready to be opened on time. All *mise en place* must be completed and the bar fully stocked prior to the scheduled opening time.

Subject: Bar Closing Procedures

F&B-417

A. Policy. It is the policy of the Club that we establish certain tasks that must be completed at the end of shift in order to maintain our standards of service to our members.

B. Discussion

1. Clear bar of all dirty plates, and glasses. Pick up all trash.
2. Remove all condiments from the bar and place in server station.
3. Wipe down bar, backbar, and barstools. Clean all speed racks.
4. Sweep and mop floor behind the bar.
5. Put all unused supplies away in their proper place.
6. Conduct end-of-day inventory of beverages and bar supplies. Fill out a Bar Requisition for any needed items and give to manager.
7. Close out all checks and run server report.
8. Polish glassware for next shift.
9. Make sure bar is ready for next service.
10. If you are the last one to leave, make sure all lights and music are turned off.

Subject: Refusing Service

F&B-418

A. Policy. It is the policy of the Club that staff members must refuse service to any member or guest who appears intoxicated.

B. Discussion

1. Basic Guidelines

- a. Pace the member's drinking pattern.
- b. Monitor the number of drinks and behavior of each member.
- c. Avoid "stacking" drinks for members.
- d. Keep communication open with all coworkers about any potential situations.
- e. Never let a situation get out of hand before a manager is made aware of the problem.

2. Cautionary Signs. Be aware of the condition of our members at all times. An intoxicated person will usually display recognizable behavioral characteristics.

- a. Slurred or thick-tongued speech.
- b. Inability to focus eyes.
- c. Glassy, bloodshot eyes.
- d. Strong smell of alcohol on breath.
- e. A change in behavior such as impulsive aggression or loss of inhibition, becoming more/less talkative, or alternating silent/loud voice.
- f. Change in color of facial skin – turning pale or flushed.
- g. Loss of physical motor skills – staggering or stumbling when walking, or spilling drinks or food.
- h. Use of abusive language, questioning the server's performance, using profanity, or bragging.
- i. Exaggerated emotional outbursts – crying or loud laughing.
- j. A blank or dazed facial expression.
- k. An obvious impairment of judgment.

1. The individual is annoying other members.
3. Taking Action
 - a. If you feel that a member is intoxicated, you should no longer serve the member and inform the manager.
 - b. Let the manager be the one to inform the member of the decision to not serve more beverages.
 - c. Do not attempt to reason with the member.
 - d. Do not get “talked into” serving the intoxicated member “just one more drink.”
 - e. If you feel the member is belligerent or physically threatening, approach the member with another employee – preferably with a larger one.
 - f. If the person becomes belligerent or makes a scene, try to enlist the assistance of less intoxicated, cooler-headed members of the party to defuse the situation. If the person continues to make a scene and refuses to quiet down, try to move him or her to a more private area of the Club. Do not ask the party to leave the premises unless there is a sober individual to transport him or her home.
 - g. Never attempt to physically detain a member on the premises.
 - h. Police may only be called with the express permission of the General Manager, Clubhouse Manager, or if the manager on the scene determines there is an immediate threat to the safety and security of members and employees.