

11/20/2018



SPHM
HOSPITALITY

SPHM – BAR & BEVERAGE MANUAL



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Bar & Beverage Manual



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Introduction

Purpose of this manual

This operation manual has been created to help ensure a safe, consistent and smooth operation and highly functional working environment for the Bars within Coolum. All documentation is current and should be regularly maintained if changes are made to any Bar operations covered herein.

This Manual contains firstly a generic Bar Operations section, which is followed by sections that are particular to the individual Bars across the Resort.

Both the generic as well as specific sections contain policies, procedures and standards relating to the preparation and presentation of drinks. It is essential that all employees working in the Bar are familiar with and follow these as they provide the basis for consistent service standards.

We trust you find the information helpful and ask that any suggestions for future improvements should be made to the Director of Food and Beverage
And are highly appreciated

Liqueur Licensing Laws - "No more, it's the law!"

The liquor-licensing act imposes specific responsibilities on the licensee, server and guest. If your position on the resort requires you to serve alcohol, please note the following:

Under the Liqueur Licensing Act, the licensee, guest and you are personally liable to penalties for serving intoxicated patrons and minors. You must take all possible steps to avoid jeopardizing the license of the Resort by refusing service of liquor intoxicated patrons and minors. If at all in doubt as to whether or not a given customer is a minor, proof of age must be insisted upon. If proof of age is not provided, liquor must not be served. Call your Supervisor if any difficulties arise.



Penalties

The Liquor Act sets out specific penalties for irresponsible service of alcohol. These are detailed below for your information.

Minors - You must not

- Sell liquor to a minor
- Give liquor to a minor
- Allow a minor to be given alcohol
- Allow a minor to consume alcohol

Penalty:

- Licensee, nominee, or manager
- Bar Attendant or staff

Unduly Intoxicated Patrons - You must not

- Sell or give liquor to an intoxicated patron
- Allow liquor to be given to the patron
- Allow the patron to consume liquor

Penalty:

- Licensee, nominee, or manager
- Bar attendant or staff

Irresponsible Hospitality Practice - You must not

Engage in practices or promotions that encourage rapid or excessive consumption of liquor.

Penalties can include:

Up to \$10,000 fine, suspension of license or cancellation of license.



Definition of being "Intoxicated"

"A state of being in which a person's mental and physical faculties are impaired because of consumption of liquor so as to diminish the person's ability to think and act in a way in which an ordinary prudent person in full possession of his or her faculties and using reasonable care, would act in like circumstances".

Some signals that could indicate that a patron is unduly intoxicated

Look for signs of intoxication. Unduly intoxicated patrons may exhibit a combination of these signs, although commonsense should be used at all times when refusing service.

Difficulty moving around objects

Bumping into or knocking over furniture.

Falling down

Swaying &/or dozing

Stumbling or uncoordinated movements.

Rambling conversation, loss of train of thought.

Slurring of speech.

Making irrational or nonsensical statements.

Dropping money, not being able to count money.

Glassy eyes, lack of focus.

When should you stop serving a patron drinks?

Service is refused to patrons for the following reasons

Safety of the patron,

Safety of others

Provisions of the liquor act (e.g., if the person is a minor, unduly intoxicated or disorderly)

Civil liability

Techniques you can engage in to slow down the consumption and effects of alcohol include but are not limited to the following:

Serve food with drinks.

Encourage consumption of low alcohol beverages,

"Perhaps I could offer you a soft drink instead?"

Remember that alcohol is a drug (depressant) and as such its consumption is governed by relevant legislation. This includes you, the licensees and the patron.



Product Knowledge Bar Top 20

1. Skilled Bartenders - with personality and passion
2. Uniforms - trendy, practical and comfortable
3. Glassware - sparkling clean and unique
4. Ice Cubes - enough in the glass to chill
5. Freshly squeezed juices - also for cocktails
6. Shelf Brands - of reputable quality and variety
7. Specialty Spirits - display in categories
8. Excellent Wine and Champagne Selection - cellared at the correct temperatures and sold by the glass
9. Soft drinks and Mixers - served in the bottle with regular, diet and caffeine free
10. Waters - sparkling and still served chilled
11. Imported and Draft Beers - served chilled
12. Best Cocktails in Town - well presented
13. Garnishes - simple, fresh and practical
14. Beverage List - water resistant and unique
15. Correct Recipes and preparation methods
16. Bar Snacks with taste and variety - served fresh
17. Atmosphere - live background music, sound and lighting professionally arranged
18. Bar top and equipment - clean and well organized
19. Value for Money - good measures and proportions
20. Destination Bar - be the best in Town!



Fruit and Fruit Juice Basics

Fruit juices should be stored in **glass bottles**, (not plastic). When juice arrives from the commissary it should be poured into a glass bottles.

When a bar uses plastic bottles, they are constantly refilled and rarely washed. **unhygienic**.

Old spirit bottles should be kept and used to store juices in. Bottle caps must be kept too.

Use **same bottles** for the same juices

Pineapple – Suntory Midori bottle

Orange – Juice jugs

Lemon – Souza Tequila bottle

Coconut – Bacardi bottle

Cranberry – Bundy bottle

Sugar syrup – Bacardi bottle

Passion pulp – Johnny Walker bottle

Mango pulp – Gordon's Gin bottle

* Note all bottles listed have a uniform height.

If all outlets use the same bottles for each juice, this will **avoid confusion**.

Keep back up stock in a fridge for service. Back-up par levels depend on the bar supervisors' judgment for average usage.

Juice stock must be **rotated**.

Fruits

Fruits should be clean and **pre-cut** for service and kept in garnish tray.

Back up fruit should be cut and kept **in fridge in plastic containers**, with a lid to prevent oxidization.

Cut fruits usually soaked in water should be soaked in their own type of juices. E.g. Pineapple with pineapple juice, **lemon with lemon juice**



Coffee Basics

Recommended Procedure for espresso machine start up

1. Ensure power is turned on at power point.
2. Ensure mains water tap is open
3. Ensure that machine is switched onto position number 2 on the on/off switch. NB; Fridge unit on left-hand side panel of machine will only be activated if on/off switch is on 2.
4. Once machine is at the right temperature, 1 – 1.5 bar on pressure gauge, open milk frother to let some steam out. NB: Warm up takes approximately 20 – 30 minutes.
5. Open and flush each group head, without inserting coffee group handle, for 10 seconds.

Recommended Procedure for espresso machine shut down

It is recommended that the following tasks be done on a daily basis.

1. Flush each group head without having inserted coffee group handle.
2. Using a small stiff brush, clean inside and around each group head removing coffee ground remnants.
3. Install blank filter in group handle and insert into group head. Press brew button and after 2-3 seconds press stop. Repeat this process 10 times for each group.
4. Turn off machine. NB: '_O' on on/off switch.
5. Open milk frother steam valves. If hot water outlet is manual, also open hot water valve. NB: The telescopic hot water outlet used for tea.
6. When steam pressure has gone, wipe outlets and place milk frother steam arm in a full glass of clean hot water for approximately 30 seconds.
7. Remove steam arm and wipe with a damp cloth. NB: Please DO NOT scrub with a scourer or scratch with any foreign object.
8. Remove drip tray and grill. Clean in hot soapy water.
9. Using a pipe cleaner clean drain basin.

Recommended Procedure for weekly cleaning maintenance

1. Flush each group head without having inserted coffee group handle.
2. Using a small stiff brush, clean inside and around group head removing coffee ground remnants.
3. Install blank filter into group handle. Place ½ teaspoon of Douwe Egberts special Puly Cafe Espresso Machine Cleaning Powder into blank filter and insert into group head. Press Brew button and after 10-15 seconds press stop. Repeat this process until no more cleaning agent flushes out of the machine.
4. Turn off machine. NB: '_O' on on/off switch.



5. Open milk frother steam valves. If hot water outlet is manual, also open hot water valve. NB: The telescopic hot water outlet used for tea.
6. When steam pressure has gone, wipe outlets and place milk frother steam arm in a full glass of clean hot water for approximately 30 seconds.
7. Remove steam arm and wipe with a damp cloth. NB: Please DO NOT scrub with a scourer or scratch with any foreign object.
8. Remove drip tray and grill. Clean in hot soapy water.
9. Using a pipe cleaner clean drain basin
10. The following morning be sure to make at least 4 cups of coffee (through each group head of machine) to remove any chemical taste

Preheating Group filter Holder and Cups

There are many factors that can vary the taste of a straight pour of Espresso. Thus everything involved in the brewing process must be warmed in advance to preserve the temperature of the freshly brewed coffee. To do this it is essential that the group, filter and filter holder be preheated by running hot water through them and keep them in the group head when they are not being used. The top of the machine is a cup warmer where cups should be stacked upside down, two high.

Filling and Tamping

Fill the filter basket with ground coffee from the grinder. The grinder will be set to have a drop weight of 7 grams for a single shot, and 14 grams for a double shot. Pull the dosing chamber on the grinder once for a single shot and twice for a double shot. Be sure to pull the lever all the way or the full dosage will not drop out.

Once the coffee has been dropped into the filter basket it must be distributed evenly in the basket. This is termed 'tamping'. To do this, press the coffee down in the tamper exerting roughly similar pressure across the entire surface of the dose to create optimum extraction. Rule of thumb is to apply a firm push of the tamper while applying slight twisting motion to the coffee.

Clamping the Filter Holder into the Group

Always wipe the filter basket with the flat of your hand to remove excess coffee grains that may have clung to the edges. If this is not done these excess grains may cause the brewing water to leak around the edge of the filter and dilute the coffee.

Also make sure that the group handle is firmly and evenly locked into the group head.

Brewing

A single pull of Espresso should take from 18 – 22 seconds to pour. As it extracts it should appear

thick and creamy and a little bit lazy. As it pours it should form a golden-brown layer of oil called _crema'.

Brewing Principles

Two key requirements:

1. The Grind of the coffee is very important and the manner in which the coffee in the filter basket is tamped down is just as important. If both are done correctly the barrier of ground coffee resists the pressure of the hot water enough to produce a slow consistent dribble of coffee and crema.
2. The brewing process should take approximately 18-22 seconds. Any time under this makes for a watery, weak cup of coffee. Any time over 18-22 seconds makes for a bitter, burnt cup of coffee.

If the coffee is ground too coarse of packed too loosely, coffee will gush out in a pale torrent.

NB Under-extracted

If the coffee is ground too fine or packed too tight, coffee will ooze out.

NB Over-extracted

If Grind is correct coffee will flow in a steady dribble.

NB should take approximately 18-22 seconds.

Grind

The correct grind for Espresso is very fine and gritty but not a pulverized powder. Grind should be checked daily and adjust grind setting in order to maintain the correct grind size. The feel of the grind should be slightly smaller than sugar granules. To check this, rub some ground coffee between your fingers.

Foaming and Steaming Milk

1. Begin by filling a one liter cold stainless steel pitcher, slightly more than one third full, of very cold milk.
2. Holding the container vertically, immerse the steam arm deeply into the milk. Open steam valve completely and tilt pitcher to one side to create a whirlpool.
3. Slowly lower the milk container, thus bringing the top of the steam arm closer to the surface of the milk. As the milk takes air, you will hear an intermittent _sst-sst-sst' sound. Keep lowering pitcher as milk stretches and dense foam is created.
4. After the dense foam has formed feel the sides of the milk container to see whether the

milk is hot. If it is not, lower the steam arm completely into the milk and keep it there until the sides of the container are a little too hot to be touched.

Trouble shooting:

Complaint	Possible cause
Coffee too weak	Insufficient coffee quantity Ground coffee container nearly empty Water quantity set wrongly, (too much) Coffee ground too course Grinder discs worn
Coffee too strong	Too much coffee measured Coffee ground too fine Too little water
Creamy layer too dark	Water temperature too low Coffee ground too fine Dirty filter holder / machine
Creamy layer too light	Water temperature too low Coffee ground too course Grinder discs worn
Thin / Open creamy layer	Coffee ground too course Stale ground coffee Dirty machine / pistons Insufficient pump pressure Water too hard Grinder discs worn
Unpleasant bitter taste	Stale water in pipes Dirty machine pistons Old coffee (beans / ground) Bean container needs cleaning Water softener needs regenerating Coffee ground too fine Dirty cups

Coffee descriptions

Espresso

A short black or standard pour

Drawn for 15-20 seconds (40-50ml).

Presented with a rich and golden cream in a short glass or demitasse porcelain cup

Ristretto

A short pour drawn for 10-20 seconds (30-35ml)

Doppio

A double strength, single pour espresso, is using double to the amount of coffee and 40-50ml of water.

Serve in a traditional short glass or a demitasse, porcelain cup.

Corretto

An espresso with a shot of alcohol, usually brandy, sambuca or grappa

Short machiato

An espresso marked or stained in the centre of the crema with a dash of hot foamed milk. Serve in a short glass or a demitasse or porcelain cup.

Espresso con Panna

An espresso served with a dollop of whipped cream.

Long Black

An espresso pour extended to three-quarters full in a regular coffee cup

Cappuccino

1/3 espresso, 1/3 hot, steamed milk, 1/3 hot, frothed milk.

Dust the top froth milk with chocolate powder

Flat white

Half a regular coffee cup topped with hot milk

Caffè Latte (Café au Lait)

1/4 espresso, 3/4 hot milk, topped with a delicate layer of frothed milk.

Mocha

1/3 espresso, 10mls chocolate powder or syrup, 2/3 frothed milk.

Hot Chocolate

Add one heaped teaspoon of chocolate powder to a dash of hot water and mix in the cup. Add hot, frothed milk to glass and stir with a spoon. A creamy froth should sit on the top, (as with cappuccino). Dust with chocolate powder.



Vienna coffee

Double pour of espresso, topped with whipped cream and dusted with chocolate powder.

Iced coffee or Café Fredo

An espresso topped with chilled milk and a scoop of vanilla ice cream, dust with chocolate powder.

Affogato

An espresso pour served with a scoop of vanilla ice cream in an espresso cup.



Coffee Beverage Standards

Name	Glass/Cup	Comments
Long Black	China cup	To be filled to the top
Latte	Glass	Half folded napkin underneath
Cap	Cup	1/3 coffee, 1/3 hot milk, 1/3 froth dusted with chocolate
Short Mac	Espresso glass	A dollop of thick froth
Long Mac	Latte glass	A dollop of thick froth
Duppio	Small glass	Double strength espresso, twice the coffee
Vienna coffee	Cup	¾ long black coffee with whipped cream (dusted with chocolate or nutmeg)
Iced coffee	Soda glass	1/3 cold coffee top with milk, 1 scoop of ice cream, whipped cream
Affogato	Cup	¾ long black coffee with vanilla ice cream
Flat white	Cup	¾ long black coffee ¼ hot milk
Mocha	Latte glass	¼ shot of coffee , 1 teaspoon hot chocolate powder topped with milk and froth dusted with chocolate powder with ½ napkin underneath
Hot chocolate	Latte glass	1-2 teaspoon chocolate powder – milk – then frothed in jug with ½ napkin underneath

Chocolate Basics

COCOA – Theobroma Cocoa

The food of the god

The cocoa tree originates from the river valleys of Northern South America and was carried north into Mexico by the Mayas in the 7th century A.D.. **The word cocoa is Aztec in origin and refers to the tree itself.** The seed of the cocoa tree contains a good deal of fat and protein and would have been a imported food, if eaten in quantity. Mexican natives valued it enough to use it as a currency.

The first Europeans to see the cocoa bean were probably the crew of Columbus's 4th voyage in 1502, but it was **Cortez the conqueror** who brought the first news of the **cocoa tree** to Europe in 1520. The Spanish leader was the first in Mexico to prepare a drink of roast cocoa beans, ground maize ,vanilla and cinnamon. In a book written in 1565(The history of the world) it is said that **Indian fowl (Turkey) and Cavacate (cocoa)** have been unique contribution to the world from the Americas.

In the beginning the drink made from cocoa was not very much liked. Rather it not until it was mixed with sugar later that it appealed to the European pallet.

THE COCOA TREE

The cocoa tree, named **Theobroma Cacao** (food of the gods) is an evergreen tree that grows up to 20 feet in height and produces pods 6 to 10 inches long and 3 to 4 inches in diameter, containing 20 to50 beans, each about an inch long.

Today it is to be found over the whole of the tropical belt i.e. approx. 20* north and south of the equator. It flourishes in the most even temperature (approx. 25*C average) with high soil and air humidity. to about 600 meters above sea level.

A handful of different varieties make up the bulk of the world crop, which stands at about 1.75 million tons today The most important planting areas (approx.3/4 of world production) are:

The Ivory Coast, Brazil, Ghana, Nigeria, Cameroon, Ecuador, Mexico, Colombia, Malaysia, Philippines, Sri Lanka

The origin of chocolate begins in the heart of a continent, which was not yet called South America. Legend has it, that the cultivation of Cacao was developed by the third Maya king Hanatipu 1000 BC. The Mayas used cacao beans as a form of currency.

The cacao trees were first mentioned by Bernadino de Sahagun, a Spanish chronicler and author of the history of New Spain in 1590. The word cacao derives from the Aztec word —caahuatl and the word chocolate from the universal transcription of the Maya — tchocolatl or —xocolatl, the world chocolate is an Indian name.



The almond shaped fruit cacaonate is concealed in a sort of gourd, almost as large as a cucumber. They take one year to ripen. The Indians make a beverage out of it what they call today — champurado.

Average consumption per year/per person is:

10 lbs America, 12 lbs Europe, 22 lbs Switzerland, 18 lbs The Netherlands, 15.5 lbs Germany, England

Chocolate is used either as a drink or like in Mexico, part of savory dishes and recipes.

Of course today used in gourmet shops and

Patisseries around the world for ice cream, cakes

Pastries, pralines, cookies, confect and show pieces

THE HARVEST AND PROCESSING

Kakao trees bear buds, blossoms and fruit all at the same time. The **kakao** fruit is long and oval and the beans are embedded in the fleshy interior of the fruit. Kakao pods are generally harvested

All the year round though most heavily from May to December. In order not to damage the tree, the fruit is neatly cut from the tree and the stem and then the fruit is gently opened up lengthways

Production of Cocoa

Upon receipt the beans are cleaned off any clinging dirt or foreign bodies by special machines.

The cleaned beans are roasted cracked and then roasted again. The shell breaks off as the bean is split and the kernel is removed from the shell. Roasting takes place at 120*c for a varying period to reduce water content and to strengthen and round off the flavor. The roasted kernels are then ground and milled finely to give us the **cocoa mass**, which is the basic stuff for the various cocoa and chocolate products.

When this product is pressed, a large amount of fat called **cocoa butter** is separated and **pressed cocoa cake** is left behind. If the cocoa mass is conched then we get **block cocoa**.

COCOA POWDER

This is the pressed cocoa cake that has been ground finely with a minimum fat content of 20%. Sweet cocoa powder is a mixture of sugar and cocoa powder with maximum sugar content of 66-68%.

COCOA BUTTER

This is the fat removed by pressing cleaned cocoa mass.

Very early in its career, cocoa butter was prized for its resistance to rancidity due to being very regular in composition which also gives it a sharp melting point due to which the chocolate changes from solid to liquid very fast

The first step in processing is a brief fermenting of the beans and the pulp together. The next step is to remove the beans from the flesh and then the beans are fermented in the sun in huge heaps. After this the beans are dried for 6 to 7 days. During the fermentation and the drying the bitter taste of the beans is removed, the possibility of germination is killed off and a brown coloring agent is created on its own. After this the beans are cleaned off, of any clinging flesh pieces. Then the beans are filled into sacks and are ready for dispatch. In the English parlance the tree etc. is usually accepted as KAKAO until fermentation and drying is completed and then the English spelling of COCOA is used.

Tea Basics

SPECIALITY TEAS

ENGLISH BREAKFAST	A full bodied blend of North Indian and Kenyan teas noted for their strength and flavor. It's an extremely popular choice with a bold robust taste typically flavored by the English. It is not simply for breakfast.
IRISH BREAKFAST	This very piquant, strong, well-rounded tea is harvested on the plateau of Assam in the North of India. The leaves are carefully selected and blended to produce a distinctive amber hue traditionally flavored by the Irish.
EARL GREY	A distinctive blend of Ceylon and China fine teas, enhanced by the subtle flavor of Bergamot. Delicate balance of flavor & fragrance.
DARJEELING	India's finest, most delicate tea, grown in the Himalayan foothills and harvested at season's peak. The leaves picked from the first flush provide a tea with a light, fresh and flowery flavor that is distinctive yet delicate.
CHINA JASMINE	Jasmine is the most famous of the teas originating in China. China Jasmine is a delicious blend of quality green tea leaves scented with jasmine flowers. The infusion is bright; the taste is sweet & aromatic.
MANGO FLAVOURED	This delicate subtle flavored tea provides calm soothing refreshment. A selected blend of Ceylon tea and fruit flavors produces deep, dark golden liquor.
PEACH FLAVOURED	Made with Ceylon tea combined with cornflowers and fruit flavors, this Peach flavored tea has a strong, dark, brown liquor with a deep aromatic note.

HERBAL INFUSIONS

CHAMOMILE	This mild and warming herbal infusion produced from Egyptian /South American Chamomile flowers provides a light tasting, apple like aromatic flavor.
LEMONGRASS	Made from lemongrass leaves this herbal infusion has a delicately tangy flavor. Its wonderfully mild, fresh aroma brightens up the day, whilst its light, yellow liquor is delightfully refreshing.
PEPPERMINT	With a fresh mint flavor, this cooling peppermint infusion develops on the palate with every sip. Peppermint is a fresh tasting infusion that will delight the senses with its clean flavor and dark green liquor.

FRUIT INFUSIONS

PINA COLADA AND FRUIT BASKET	Available soon, these exciting fruit infusions are an exotic blend of fruits with delicious tastes and bright colors and aromas.
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VARIETY PACKS

CLASSIC BLACK TEAS

An assortment of classic black teas: One sachet each of English Breakfast, Earl Grey, Irish Breakfast, Darjeeling, Peach Flavored and Mango Flavored.

GREEN TEA AND HERBAL INFUSIONS

A potpourri of flavors: two sachets each of Chamomile and Lemongrass, one sachet each of Peppermint and China Jasmine

GREEN TEA, FRUIT AND HERBAL INFUSIONS

Also including Fruit Infusions: One sachet each of Chamomile, Peppermint, Lemongrass, China Jasmine, Pina Colada and Fruit Basket.

All Tea is to be served with a jug of boiling water on the side

Beer Basics

Basically, beer is an alcoholic beverage that is fermented & brewed from rice, barley, corn, hops, water, & yeast. Beer has been brewed for thousands of years, beginning with the Egyptians. Today there are a multitude of beer varieties throughout the world.

How Beer Is Made?

The beer brewing process begins with **pure water, hope, corn grits & malted barley, yeast**. Malted barley is the basic ingredient in brewing & is often referred to as the —soul of beer. It contributes to the color & characteristic flavor of beer. (Malted means that the barley has been steeped or soaked in water & allowed to germinate or grow).

The **water** quality and its spring is of utmost importance and gives it its unique individual taste

The **corn grits & malt** are cooked & blended to create mash. Sugary liquid, called *wort*, is extracted from the mash. The remaining solid portion of the mash, the brewer's grain, is sold as feed. The wort is transferred to the brew kettles, where it is boiled & hops are added.

Hops are responsible for the rich aroma & the delicate bitterness in beer. The wort then moves to the wort cooler.

Yeast, which converts sugar into alcohol & carbon dioxide, & sterile air, is added next; then the wort moves to the fermentation tanks for a carefully controlled time period.

Two different types of yeast can be used: *bottom & top*.

Bottom yeast settles to the bottom of the tank after converting all of the sugar & the resulting beer is a lager. Top yeast rises to the top of the tank when it is done with the sugar & the beer produced is ale.

Below is a list of beer types, we have all heard the terms but how many know what they mean?

Types of Beer

There are just two! All beers fall into either the **LAGER** or **ALE** categories. Lager and ale **yeasts** are the two yeast species used to ferment beer.

LAGER yeasts — settle to the bottom of the fermenting vessel during fermentation.

ALE yeasts — rise to the top of the vessel during fermentation.

Styles of Beer

Both lagers and ales may range from very pale and light-bodied to very dark and full-bodied in style. In other words, —ale and —lager don't mean a particular style of beer, just the class of yeast used to make it. The style of the beer depends more on the other ingredients:

- **Hops** — *A little or a lot? When are they added?* If the —recipe changes, the style of beer changes. Generally, the more hops, the more pungent and bitter the beer.
- **Malted Grain** — *what type of grain is used?* Wheat (Weizen-beer)? Barley? A mixture? Beer purists insist that true beer should use malted barley only, except in the case of wheat beers, which are their own category. Because they are less expensive, however, other grains (e.g., rice) are used a great deal by mass-market brewers to keep the cost down.

How is the grain processed?

When it is dried in the kiln, how much is the grain toasted? It can be lightly roasted to golden brown; longer for a nut-brown color; or burned black. As with brewing coffee or tea, water steeps through the grain, and extracts the color. It also extracts the flavor variations of different degrees of toasting.

How much grain is used?

The more malt the brewer uses, the stronger and more intense the beer.

How can you tell what style a beer will be?

Before you say, —lagers are pale and light-bodied, and ales are dark and heavy, I re-read the above, then:

Memorize the classic styles. Most beers are modeled on traditional European styles (medium-to-dark ales from England, lighter pilsner styles from Germany and Eastern Europe, and Belgian abbey ales are three of the standard-bearers). See the next page. The most popular styles in American restaurants are, from lightest to fullest: *Pilsner*, *Wheat Beer*, *Pale Ale*, *Amber Lager*, *Amber Ale*, *Stout*. If associates know a little about each of these styles, they can help our guests find something they'll enjoy and can sell our more upscale beers.

Look at the label. Many beers have the style somewhere in the name—Bass *Pale Ale*, Guinness *Stout*—associates will know what to expect from a bottle or glass (if they memorize the styles!).

Look at the beer. In general, the darker the beer, the fuller and more intense it will be. Not necessarily more flavorful than lighter-colored beers, just heavier.

Lagers

Mass-market-style lager,

Pale golden color, light bodied; designed for mass appeal and refreshment. Modeled after pilsner (see next).

Lager is a bottom fermented beer stored at very low temperatures for a long period of time (several months) Lager is actually German for —to store."

Examples: Budweiser, Coors Light, Rolling Rock, Miller Lite, Bud Light, Corona, Fosters, Molson, Molson Ice, Bud Ice, etc.

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Light beer

has fewer calories &/or less alcohol.

Ice Beer

Ice Beer; similar style and flavor; uses a cold-temperature brewing process.

is brewed at colder than normal temperatures, then chilled to below freezing, forming crystals. The crystals are filtered out, leaving a smoother tasting beer, with a slightly higher alcohol content.

Pilsner

Eastern European beer style; pale- to yellow-gold color, light body with a distinctive, crisp, hoppy flavor. The name derives from Pilsner Urquell, made in the Czech town of Pilsen, which is the standard-bearer for this style.

Examples: Heineken, Amstel, Beck's, Warsteiner, St. Pauli Girl, Grolsch, Pilsner Urquell

TO

Amber Lager (Red Lager and Nut Brown Lager are versions of this style)

Style associated with turn-of-the-century American brews; coppery-amber color, medium-bodied and generally hoppy.

Red Lager is more a marketing concept than a distinct style, often a darker version of a mainstream beer.

Examples: Harp, Samuel Adams Boston Lager, Brooklyn Lager, Pete's Wicked Lager, Weinhard's Red Lager, Red Wolf, JW Dundee's Honey Brown Lager

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Bock	A classic German beer style; traditionally, a heavy, dark beer brewed in winter for spring consumption; the heaviest bock styles sometimes have a degree of sweetness.	Examples: Ayinger Celebrator, Wurzbürger Maibock; American micro-brewed bocks (spring seasonal), Samuel Adams Triple Bock	L L E S T
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Sake	Sake is a beer brewed & processed from rice. Some consider sake a wine, it is served warm or at room temperature.
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Ales

Wheat Beer, Weizen Beer	Traditionally a summer beer, based on malted wheat; classic-style wheat beer is white to pale gold in color and cloudy due to suspended yeast cells. Some wheat beers have a tangy flavor and a light, crisp body.	Wheat Beers: Samuel Adams Cherry Wheat, Pete's Wicked Summer Brew, Oregon Raspberry Wheat, Spring Street Brewing Wit, Schneider Weiss, Paulaner Hefe-Weizen	L I G H T E S T
Lambic Beer	Lambic Beers are a special class of wheat beer brewed in Belgium with a long, slow fermentation that yields Ingredients such as peaches, raspberries, cherries & wheat are added during the brewing process. An intense, malty, distinctive style, sometimes flavored with fruit. Because of this, the addition of a fruit flavor to wheat beers is increasingly popular among American micro breweries (Berlin has a tradition of serving wheat beers in a glass swirled with fruit syrup before pouring the beer).	Lambics: Boon Kriek, Lindeman's Framboise, De Troch Pineapple Lambic	

Pale Ale
India Pale Ale (IPA)

The classic English ale, deep gold to copper in color, full-flavored and medium-bodied; malty, with a hoppy bitterness especially in the aftertaste; India Pale Ale is an extra hoppy version. The style developed when English brewers, producing beer for troops stationed in India added extra hops to preserve the beer during shipment.

Bass is the standard-bearer; Sierra Nevada Pale Ale, Geary's Pale Ale, Oregon India Pale Ale, Harpoon India Pale Ale, Brooklyn East India Pale Ale

Trappist Ales

Brewed in one of the remaining beer abbeys in Belgium and the Netherlands; usually amber or brown and strong (4.7 to 12% alcohol by volume). Very yeasty and full-flavored; some other descriptors are fruity and bittersweet.

Examples: Chimay, Duvel, Orval, Corsendonk, Affligem

There are no American versions at this time, but a brewery under construction in Cooperstown, NY, will be devoted to this style.

Amber Ale, Nut Brown Ale, English Bitter

Named for their color! Darker, due to heavier toasting of the malt; often less hoppy than pale ales, giving a smoother, nutty flavor. English bitter is an extra hoppy version.

Amber: Pete's Wicked Ale, Pete's Wicked Winter Brew (w/spice!)

Brown: Samuel Smith's Nut Brown Ale, Brooklyn Brown Ale, Oregon Nut Brown Ale

Bitter: Red Wolf Extra Special Bitter (ESB), Oregon ESB

Stout

is an ale produced from heavily roasted barley. It is darker in colour & has a slightly bitter flavour.

Bitter

Bitter beer is a strong ale, with higher than normal alcohol & as the name suggests a bitter-sweet taste.

Beer Trouble shooting

In most cases, problems that are experienced with draught beer can be traced to a cause within the retail outlet itself. The following simple chart gives a guide to problems which may be encountered and how they might be solved:



Problem	Likely Causes	What to do
Excessive wastage	Incorrect dispensing technique Faulty taps	Instruct bar staff Service tap Check for leaks Decrease pressure Check and adjust temperature Clean glasses Call service representative
Gas leak in system		
Excessive gas pressure		
Beer too cold		
Dirty glasses		
Beer drawing system unbalanced		
Insufficient gas pressure		
No gas	empty cylinder	Increase pressure Change cylinder
Heady	Beer too warm	Check and adjust temperature
Obstruction in beer line		Check for pinched line or other obstruction
Cool room too cold		Increase temperature to min 7.5°C (45°F)
Off-flavour	Yeast or bacteriological infection	Clean beer dispensing equipment
Beer Line Permeation		Renew beer lines

Cleaning and Flushing Beer Lines

(MINIMUM ONCE/WEEK)

Measure the volume of water required to completely fill each beer line and double this quantity to ascertain the volume of detergent solution required for cleaning.

- Arrange keg couplers and transfer leads in by-pass cups as for routine flushing of beer lines
- Turn off water tap.
- Connect a CO₂ lead to the washout system (or empty gas keg) and blow all lines dry.
- Mix the required amount of detergent into a concentrate with hot water in a bucket.
- Pour detergent concentrate into the detergent (washout) container and top up to the required volume with cold water. (Temperature of detergent solution should not exceed 25°).
- Fit extractor body complete with safety wing nut, and extractor to washout container.
- Remove CO₂ lead from washout system.
- Connect CO₂ lead to the detergent container.
- If washout system is fitted with a physical break, disconnect bridging washout line and plug it into detergent container. If no break is fitted, connect detergent container to washout system with a transfer lead.
- Note: To avoid possible damage to refrigeration plant during the cleaning process, beer cooler hand valves should be turned 'ON' (open) and the compressor unit motor should be turned 'OFF'.
- In the bar area, draw off CO₂ until detergent solution flows through each tap -run off 1-2 litres of solution before shutting taps off.
- Allow detergent to stand in lines according to the procedure and period recommended by the manufacturer.
- Flush all detergent from lines until gas blows through each dispense tap.
- Remove the washout line/transfer lead from the washout container and re-establish the water washout line connection if necessary (on systems with a break).
- Turn on the water stop tap.
- Flush all lines with clean water -minimum of 20 liters recommended per tap for short lines, 40 liters for longer lines.



Storing and handling draught beer

Fresh is best

Beer is a pure food product that is at its best immediately after packaging -whether in bottles, cans or kegs. The enemies of beer are excessive heat, air, contamination and time. If beer is to be served at its optimal flavor, careful attention must be given to proper keg storage, stock rotation and cleaning of dispensing equipment and glasses. At the brewery flash pasteurized beer is filled into kegs that have been steam sterilized and purged with carbon dioxide. In this way no air is allowed contact with the beer and no other liquid can enter the keg. This aseptic environment must be preserved to protect the beer.

Storage

Draught beer should be stored in cool/cold conditions; where possible between 7.5-16°C (45°-60°F). Kegs are clearly marked with product color codes and production dates to assist proper stock rotation. It is unwise and unnecessary to carry excessive stocks of draught beer. This is expensive for you and not good for beer freshness.

Handling Kegs

Carlton self-sealing kegs are very robust and easy to handle. Some care needs to be taken to avoid damaging the valve mechanism, especially when stacking kegs one on another. Where this is necessary, an interleaving sheet of plywood or similar material is recommended. Kegs should be handled gently so that the beer in them is not needlessly agitated, particularly just before tapping. When multiple tapping (i.e. in banks) only connect sufficient kegs for the dais trading; Recommended maximum -4 kegs per bank; Banks should be run out daily.

Gas

There are two types of gas which can be used to dispense draught beer:

1. Carbon dioxide (CO₂).
2. Nitrogen/carbon dioxide fixture (N₂/CO₂).

The use of the N₂/CO₂ mixture eliminates problems due to over carbonation, but it should only be used in cool situations. (Less than approx. 10°C). Normal operating pressure should be maintained in the system at all times, ie do not de-gas. In warmer situations (above 10°C) CO₂ should be used. In these conditions experience with the system will determine whether de-gassing is necessary. If CO₂ is used in cool situations (less than 10°C) nightly de-gassing of the gas keg will be necessary. Your technical service representative should be consulted for advice in this area. In no circumstances should air be used as a beer propellant.

Wine Basics

Alcohol Content in Wine

German Kabinett	8.0 – 9.0
French vin de table	9.0 – 12.0
German Beerenauslese	9.0 – 14.0
German Qualitaetswein	10.0 – 12.0
German Auslese	10.0 – 10.5
Beaujolais	10.0 – 13.5
Bordeaux Cru Classe	10.5 – 13.0
Red Bordeaux	11.0 – 12.0
Chablis Premier Cru	11.0 – 13.0
Beaune	11.0 – 13.5
Alsace Riesling	11.5 – 13.5
California Chardonnay	11.5 – 14.5
Muscadet	12.0
Montrachet	12.0 – 13.5
Chianti	12.0 – 13.0
California Zinfandel	12.5 – 16.0
Chambertin	12.5 – 13.0
Rioja Reserva	12.5 – 13.0
Chateauneuf – du Pape	12.5 – 12.5
Australian Shiraz	12.5 – 14.5
Barolo	13.0 – 14.0
Sauternes	13.0 – 15.0
Chateau d'Yquem	13.5 – 15.0
Fino Sherry	15.0 – 16.0
Oloroso Sherry	18.0 – 20.
Vintage Port	19.0 – 20.0

Wine Testing

- The secret of getting maximum pleasure out of wine is to remember that we smell tastes:
- It is our noses and the nerves high in the brain behind the nasal cavity that distinguish nuances of flavor – not our tongues, lips or palates.
- The mouth detects what is sweet, sour, salty, bitter, burning, oily or astringent.
- But the color and character of a flavor lie in its volatile compounds, which need the nose to apprehend them. Thus the procedure for tasting wine pivots around the moment of inhalation;
- The first sniff is crucial, since the sense of smell rapidly wearies.

A good wine tasting should be arranged as follows and the necessary guidance provided:

An ideal tasting glass is about 6 in (152 mm) high and would hold 7 fl oz. (215 ml).

For tasting purposes it is usually filled only to about 1/5 of the capacity.

The tall funnel shape is designed to capture aroma or bouquet, for the taster's nose.

See

- The look of a wine can tell a lot. Assuming it isn't cloudy (if it is, send it back), it will reveal its age and hint at the grape and origin.
- Tilt the glass away from you and take a first and Careful look at the precise color, clarity and visual texture of the wine.
- Do this over a piece of white paper and look at the rim of the liquid.
- The more watery and brown it is, the older the wine.

It needs a long enough stem to keep the hand away from the bowl.
Professional tasters often hold the glass by its foot.

Swirl

- Vigorously swirl the wine around the glass for a Moment to release any reluctant smells.
- Then continue to swirl the wine to volatize its aroma while you concentrate.

The glass should only filled about a fifth of its capacity

The thinner the glass, within reason, the better Wine is tasted vividly from thin glass.

Note:

Proper arrangements and explanations are given

Wine glasses are clean and polished

The labels of the bottles are clearly visible

A judgment form to tick off each section is handed out

The sommelier or waiter to be professional

Sniff

- You sniff a wine before tasting it for the same reason you sniff a carton of milk before pouring its content into coffee.
- The smell can tell you more about a wine than anything else.
- When sniffing try to exclude all other thoughts and sniff.. First impressions are crucial and should trigger recognition.
- When sniffing, take one long sniff or a few brief ones. Concentrate on whether the wine seems fresh and clean.
- What are your first impressions, if the wine is fruity, which fruit does it remind you of. Is it spicy, herbaceous, sweet, dry, rich or lean?

Vertical & Horizontal

Tastings of the same wine from different vintages are known as — **vertical**.

Those of different wines of the same type in a single vintage are known as —**horizontal**.

Sip

- Take a generous sip, a third of a mouthful, suck air between your teeth and through the liquid and —Chew it so it reaches all parts of your mouth.
- Hold the wine in your mouth for a little longer to release as much flavor as possible
- Focus on the flavor, same impressions as before, is there just one flavor, or do several contribute to a —complex overall effect?
- Now concentrate on the texture of the wine, some like Chardonnay are mouth-coatingly buttery, while others – like Gewuerztraminer are almost oily. Muscadet is a good example with a texture that is closer to water.

The final judgment comes when the volatile compounds rise into the upper nasal cavity.

The ideal conditions for a testing are rather unattractively clinical:

- a clean, well lit place without the suggestive power of atmosphere,
- without the smell of wine barrels or distraction of friendly chatter
- And above all without the chunks of cheese, ham, salami or bread.

Spit

The only reason to spit a wine out – unless it is actively repellent – is to remain upright at the end of a lengthy tasting.

On the other hand, if what you want is the taste, swallowing is an indulgence; you should have 90 % of the flavor while the wine was in your mouth. Some tasters swallow a few drops to exercise the texture as the wine passes down the throat.

Pause for a moment after spitting, is the flavor still there?

Decanting Wine

There is much debate about whether and when to decant wine; whether —breathing is a good thing or not.

Vigorous young vintages (at 10 years, a poor 4-5 years) like Red Bordeaux, Cabernets, Red Rhones, Barolo and Barbaresco., Heavy Zinfandels, Australian Shiraz, Portuguese Reds and other similar tannic wines decant at least on hour before drinking and experiment with periods of up to 6 hours.

—Young red burgundy, Pinot Noirs and Spanish wines decant just before serving

1. Wine for decanting needs to be held in apposition near to horizontal as possible. The purpose of a wine basket is to hold a bottle in this position, while it is being opened prior to decanting it. It should never be used for pouring wine at the table
2. The corkscrew being used mostly is the *Screw pull*, which draws the cork up into itself
3. With almost infallible ease. The worm is Teflon-Coated, which means the cork can be drawn in a single, screwing action.
4. Now pour the wine into the decanter in one continuous movement, holding the bottleneck
5. Over candle light, so that you can watch the sediment. As soon as it approaches the neck,
6. Stop pouring.
7. A special silver funnel has been devised which has a perforated strainer in the base and a spout curved sideways to prevent the wine from splashing down the neck of the decanter

White Grapes

Chardonnay

The world's most popular and widely planted premium white grape variety and the one whose name has become almost a synonym for dry white wine, is surprisingly hard to define.

The flavor of any example will depend enormously on the climate, soil and the particular type of clone. Burgundy the best California examples (Kistler, Peter Michael, Sonoma Cutter), taste of butter and hazelnuts, lesser New World efforts are often sweet and simple and often very melony (a flavor which comes from the clone). Australians range from subtle buttery pineapple to oaky tropical fruit juice.

Petaluma, Giaconda, Coldstream Hills and Leeuwin show how it can be done. New Zealand's efforts are tropical, too, but lighter and fresher (Te Mata, Cloudy Bay). Elsewhere Chile is beginning to hit the mark, as in South Africa & Jordan. In Europe, look around southern France (James Herrick), Italy (Gaja), Spain, and Eastern Europe, but beware of watery cheaper versions.

Chenin Blanc

Loire variety with naturally high acidity that makes it ideal for fresh sparkling, dry and luscious honeyed wines, also raw staff like unripe apples. Most California Chenins are semi-sweet and ordinary South Africans call it —Steen and use it for cheap, dry and luscious sweet wines. There are few good

Australians (Moondah Brook) or New Zealanders(Milton)

Gewuerztraminer

Outrageous, oily-textured staff that smells of parma violets and tastes of lychee fruit. At its best in Alsace (Zind Humbrecht, Leon Beyer, Schlumberger, Fallet) where identically labeled bottles can vary greatly in their level of sweetness. Wines that guarantee luscious sweetness will be labeled as either *Vendange Tardive* or the intensely sweet –*Selection de Grains Nobles*. Try examples from mainly Germany, Chile, New Zealand and Italy too.

Gruener Veltliner

Fast rising star, helped by the success of Austrian examples in tasting with white Burgund. Fleshy limey & capable of ageing

Marsanne

A classic, flowery, lemony variety used in the Rhone in Hermitage, Australia (Chateau Tahblik & Mitchelton) southern France from Mas de daumas Gassac, Switzerland from Provins and innovative wines from California. At its best, young or after 5 – 6 years

Muscat

The only variety whose wines actually taste as they are made of grapes, rather than some other kind of fruit or vegetable. In Alsace, southern France and northeast Italy it is used to make dry wines.

Generally though it performs best as sparkling wine (Moscato and Astis from Italy and Clairette de Die Tradition from France) and as sweet fortified wine. Look out for Beaume de Venise and Rivesaltes in southern France, Moscatel de Setubal in Portugal, Moscatel de Valencia in Spain and Liqueur Muscat in Australia.

Pinot Blanc / Pinot Blanco

As rich as Chardonnay, but with less fruit. At its worst when over-cropped, it makes neutral wine. At its best however (also in Alsace) it can develop a lovely cashew nut flavor.

When well handled it can also do well in Italy, where it is known as Pinot Bianco (Jermann) and in Germany, especially in Baden where it is called Grauer Burgunder. Look out for examples from Oregon (Eyrie), California and New Zealand.

Viognier

A cult grape, Viognier was once only found in Condrieu and Chateau Grillet in the Rhone, where small numbers of good examples showed off its extraordinary perfumed, peach-blossomy character, albeit at a high price.

Today however it has been widely introduced to the Ardeche, Languedoc-Roussillon and California and made with loving care. (and often over-generous exposure in oak barrels). In Eastern Europe, Argentina and particularly Australia (Yalumba make some good examples).

While examples of affordable Viognier are welcome, most lower-priced efforts are disappointing, because this is a variety that performs poorly when asked to produce too much wine per acre. Clones of this grape vary widely too.



Red Grapes

Barberra

A widely planted, wild-berryish Italian variety, at its best in Piedmont, where it is increasingly successful in blends with Nebbiolo and Cabernet. Also good in Argentina, California & Australia.

Cabernet Sauvignon

King of the Medoc and Graves (in blends with Merlot) and top reds from the New World, especially California, Chile and Australia. Eastern Europe and southern France (Vin de pays) have good value examples, and Spain is rapidly climbing aboard (in the Penedes and Navarra).The hallmark to look for is blackcurrant, though unripe versions taste like weeds and bell peppers. There are also great Italian Cabernets. Good New World Cabernets can smell and taste like fresh mint, but like the best Bordeaux, develop a rich, leathery —cigar box character.

Carmenere

A peppery-berryish grape once grown in Bordeaux and now almost only found in Chile and Italy. (Ca del Bosco)

Grenache / Garnacha

Freshly ground black pepper is the distinguishing flavour here, sometimes with the fruity tang of sweets. At home in Cotes du Rhone and Chateauneuf-du-Pape, it is also used in Spain (as Garnacha) in blends with Tempranillo. There are good —bush examples from Australia.

Malbec

Another peppery Bordeaux refugee, used in France (for Cahors) the Loire and Italy where it generally produces dull stuff. It shines however in Argentina and is finding a new home in Chile and Australia.

Nebbiolo / Spanna

The red wine grape of Barolo and Barbaresco in Piedmont now, thanks to modern winemaking, increasingly reveals a lovely cherry and rosepetal character, often with the sweet vanilla of new oak casks. Lesser examples for earlier drinking tend to be labeled as —Spanna.

Merlot

The most widely planted variety in Bordeaux and the subject of (enthusiastic over -) planting in

California. In Bordeaux, where in some vintages it performs better than Cabernet Sauvignon, it is at its best in Pomerol, where wines can taste of ripe plums and spice, and in St. Emilion, where the least successful wines show the Merlot's less lovable dull and earthy character. Wherever it is made, the naturally thin-skinned Merlot should produce softer, less tannic wines than Cabernet Sauvignon (though some California examples seem to contradict this)

Pinot Noir

The wild-rapherryish, plummy and liquoricey grape of red burgundy is also a major component of white and pink Champagne. It makes red and pink Sancerre, as well as light reds in Alsace and Germany (where it is called —Spaetburgunder). Italy makes a few good examples but for the best modern efforts look to California, Oregon, Australia, Chile, South Africa and especially New Zealand (Martinborough , Felton Road).

Pinotage

Almost restricted to South Africa, this cross between Pinot Noir and Cinsaut can - though rarely and only in the hands, such as Kanonkop make berryish young wines that may develop rich gamey-spicy flavours . Poorer examples can be dull and —muddy.

Sangiovese

The grape of Chianti, Brunello di Montalcino and a host of popular IGT wines in Italy, not to mention — new wave Italian-style wines in California and Argentina. The recognizable flavour is sweet tobacco, wild herbs and berries.

Syrah / Shiraz

The spicy, brambly grape of the Northern Rhone (Hermittage, Cornas etc.) and the best reds of Australia (Henschke Hill of Grace and Penfolds Grange) where it is also blended with Cabernet Sauvignon (just as it was once in Bordeaux). Marquis de Grignon has a great Spanish example And Isole e Olena makes a fine one in Tuscany. Increasingly successful in California and Washington State and finally in South Africa. Surprisingly good too, in both Switzerland and New Zealand.

Tempranillo

Known under all kind of names around Spain, including Cencibel in Navarra and Tinto del Pais in Ribeira del Duero and Tinta Roriz in Portugal, the grape gives Spanish reds their recognizable strawberry character. Often blended with Garnacha, it works well with Cabernet Sauvignon. So far little is used in the New World, but watch out for examples from Argentina and Australia.

Zinfandel

Until recently thought of as California's —own variety, but now proved (by DNA tests) to be the same variety as the Primitivo in southern Italy. In California it makes rich, spicy, blueberryish reds (see Turley and Ridge Vineyards), —ports and often with a little help from sweet Muscat , sweet pink — White Zinfandel —. Outside California, Cape Mentelle makes a good example in Western Australia.

Wine Glossary

ACID: One of the four taste sensations (along with salty, sweet, and bitter). Sometimes described as tart or sour, and found primarily on the sides of the tongue.

AFTERTASTE: The taste that lingers in the mouth after a wine is swallowed. Both the character (is it pleasant?) and the lengths of the aftertaste are considered. In general, the more powerful and the longer the aftertaste, the better the wine's quality. —Finish is another term for aftertaste.

APPELLATION CONTROLEE: Controlled appellation or place-name regulations for French wine regions. Abbreviated AOC See DOC for the Italian equivalent, and DO for the Spanish equivalent.

AROMA: The smell of wine coming from the grapes themselves, and from the fermentation process (as opposed to bouquet, which develops from bottle aging).

ASTRINGENT: Many red wines and some whites have a rough, harsh, puckery feel in the mouth (more tactile sensation than flavor), usually from tannin.

AUSLESE (OUSE-lay-zeh): A sweet German or Austrian wine made from late-picked grapes.

AUSTERE: Used to describe wines whose flavor is muted by tannins and high acidity; often a characteristic of young wines, whose flavor softens and develops with bottle age.

AVA: Abbreviation for American Viticulture Area; legally designated wine regions in the US (e.g., Napa Valley, North Fork of Long Island) are called AVAs.

BALANCE: Harmony of a wine's major components—fruit, acid, tannin, alcohol and, where applicable, sweetness—with no one part dominating or overwhelming the flavor profile.

BIG: Describes a wine with rich, full flavors and aromas and/or full body.

BLANC DE BLANCS: A white wine made from white grapes. A style of Champagne made from 100 percent Chardonnay.

BLANC DE NOIRS: A white wine made from red grapes.

BODY: The tactile sensation of weight or fullness on the palate. The concentration of fruit, alcohol, tannin, and sugar all contribute to a wine's body.

BOTRYTIS CINEREA (Bow-TRY-tiss Sin-uh-RAY-uh): A mold known also as noble rot that forms on grapes, causing them to shrivel and become concentrated, and thus ideally suited for the production of sweet dessert wines such as French Sauternes (among others).

BOUQUET: Technically, that part of a wine's smells that develops after it is bottled. Since bouquet comes mostly with years of bottle aging, the term aroma is almost always more appropriate when discussing a wine's smell.

BRIGHT/BRILLIANT: The appearance of very clear wines, with absolutely no visible suspended particles. May be the result of heavy filtration, which also can remove flavor and aromatic components.

BRIX (Bricks): A scale used by American winemakers, which measures the sugar level of grapes at harvest and/or of unfermented grape juice.

BRUNELLO DI MONTALCINO (Broo-NELL-oh dee Mon-tahl-CHEE-no): A high-quality DOCG Italian red wine from the Tuscany region.

BRUT (Broot): The driest style of Champagne or sparkling wine.



BULK PROCESS: A speedy, large-volume method of making sparkling wines through a second fermentation-taking place in large tanks. Two by-products result: carbon dioxide gas (which gives the bubbles), and yeast sediment, which is filtered out before bottling. Using this bulk process is less expensive than the Methode Champenoise used for true French Champagnes and the highest quality sparkling wines.

CABERNET FRANC (Cah-burr-NAY FRAHNK): A red grape variety indigenous to France's Bordeaux region.

CABERNET SAUVIGNON (Cah-burr-NAY Sow-vee-NYOHN): The most famous red grape of France's Bordeaux region, which also yields many of the great wines of California.

CHABLIS (Shah-BLEE): The northernmost district of France's Burgundy region; a wine made from Chardonnay grapes grown anywhere in the Chablis district.

CHAPTALIZATION (Shahp-tuhl-eye-ZAY-shun): Addition of sugar to the grape juice before fermentation, to raise its post-fermentation alcohol content.

CHARDONNAY (Shahr-duh-NAY): The world's most important and expensive white grape, now grown all over the world; famous as the exclusive component in all great French white burgundy wines.

CHARMAT (Shar-MAHT): Another name for the bulk process of sparkling winemaking.

CHATEAU (Shah-TOE): The French legal definition is a house attached to a vineyard having a specific number of acres, with winemaking and storage facilities on the property; most commonly used in Bordeaux.

CHATEAUNEUF-DU-PAPE (Shah-toh-NUFF-dew-POP): A region in France's southern Rhone Valley, and the red or white wine produced there.

CHENIN BLANC (SHEN-in BLANC): A white grape indigenous to France's Loire Valley, and also grown notably in the US and South Africa, where it is the most widely planted grape.

CHEWY: A term used by some tasters to describe very full-bodied, tannic wines because, figuratively, one could not swallow them without chewing first.

CHIANTI (Key-AHN-tee): An Italian red wine made in the Chianti region of Tuscany based primarily on the Sangiovese grape.

CITRUSY: A wine with aroma and flavor elements reminiscent of citrus fruits.

CLOYING: Excessive sweetness in wine, to the point that it dominates the flavor and aftertaste, and lacks the balance provided by acid, alcohol, or fruit concentration.

COLD STABILIZATION: A clarification technique involving lowering the temperature to 32 degrees F for an extended period. The cold encourages the tartrates and other solids to precipitate, clarifying the wine.

COMPLEX: A wine harmoniously combining multiple aromas and flavors is considered complex (as in cooking, with certain dishes and, especially, sauces). An attribute of the highest quality wines.

COTES DU RHONE (Coat dew ROAN): The southern Rhone Valley region of France; also the regional wine from this district.

CREAM: A style of Spanish sherry ranging from moderately to very sweet, usually enjoyed as an aperitif or with (or after) dessert.

CRU (Crew): Literally translates as —growth; in practice, it refers to a specific vineyard plot or

area.

CRU BEAUJOLAIS (Crew Bow-zhow-LAY): The top grade of Beaujolais wine, coming from any one of ten designated cru villages in the Beaujolais region of France.

CRUSH: A term used in the US for the harvest season or vintage. The act of crushing ripe grapes to begin the winemaking process.

CUVEE (Koo-VAY): A French term for a blend of wines. In Champagne, the free-run juice from harvested grapes before they are pressed, used in the highest-quality blends.

DECANTING: The process of pouring wine from its bottle into another container (carafe) to separate the wine from its sediment, and/or to aerate the wine.

DEGORGEMENT (Day-gorzh-MOWN): One step in the Methode Champenoise process, used to expel the sediment from the secondary fermentation in English, disgorging.

DEMI-SEC (Deh-mee SECK): Champagne containing a high level of residual sugar and sweetness.

DO: Abbreviation for Denominacion de Origen, the Spanish controlled denomination or place-name regulations.

DOC: Abbreviation for Denominazione di Origine Controllata, the Italian-controlled denomination or place-name regulations (similar to France's AOC).

DOCG: Abbreviation for Denominazione di Origine Controllata e Garantita, Italian-controlled denomination or place-name regulations reserved for a small group of high quality wine regions, held to the strictest government standards.

DESSERT WINE: In the US, a legal classification for certain sweet wines to regulate their labeling. A general category covering sweet to very sweet wines of any alcohol level that customarily are enjoyed with dessert and/or by themselves after a meal.

DOSAGE (Doh-SAHZH): A mixture of sugar and wine used to top up sparkling wines and adjust their final sweetness level before corking.

DRY: A wine with no perceptible taste of sugar or sweetness. The opposite of sweet.

ELEGANT: Wines with a balanced, delicate style may be described as elegant.

ESTATE BOTTLED: Wine that is made, produced, and bottled by the vineyard's owner.

EXTRA DRY: A term for Champagne and sparkling wine with (confusingly) a hint of sweetness; less dry than Brut.

FAT: A term for the sensation on the palate of a medium-to-full-bodied wine low in acid.

FERMENTATION: The conversion of sugar into alcohol and carbon dioxide by yeasts.

FINISH: The tactile and flavor impressions left in the mouth after wine is swallowed.

FLAT: Term describing a dullness or lack of flavor in wine, possibly due to low acid or use of poor-quality grapes.

FLORAL: Having aromas reminiscent of flowers. A common descriptor for Riesling, Muscat, and Gewurztraminer.

FORTIFIED: A wine whose alcohol content has been increased by the addition of brandy or neutral spirits (e.g., sherry, port).

FREE-RUN JUICE: The juice that flows from the crushed grapes before they are pressed.

FRUITY: A wine marked by the distinctive aroma and taste of fruit, though not sweetness, with which it is often mistaken or confused. A wine can be both fruity and dry (having no sweetness or

sugar).

GAMAY (Gah-MAY): A red grape used to make Beaujolais wine.

GENERIC WINE: Any wine named for a general category or type, as opposed to both varietal wines (named for a specific grape variety), and to proprietary name wines (given a brand name, e.g., Blue Nun).

GEWURZTRAMINER (Guh-VERTZ-tra-h-mee-ner): A white grape grown in Alsace, Germany, and the US known for a —spicy quality (—gewurz is German for spice).

GRAND CRU (Grah-n CREW): The highest quality classification for French Burgundy and Alsace wines.

GRAN RESERVA (Grah-n Reh-SAIR-vah): A Spanish wine that has had extra aging.

GRAPEFRUITY: Characterized by grapefruit aromas or flavors; often associated with white wines from cooler areas and, particularly, the Sauvignon Blanc grape grown in some regions.

GRASSY: Marked by an aroma of fresh-cut grasses; a fresh, distinctive, characteristic flavor of, especially, some Sauvignon Blancs.

GRAVES (Grah-v): A basic dry wine from the Graves sub-region of Bordeaux, France.

HERMITAGE (Air-mee-TAHZH): A (usually) red wine made from the northern Rhone Valley region of France, based on Syrah. A tiny quantity of Hermitage Blanc (white Hermitage) is also made.

HARD: A characteristic of firmness or harshness on the palate, usually from high acid or tannin.

HARSH: Astringent, acidic or high-alcohol wines may be perceived as harsh on the palate. Some wines that are harsh when young lose this characteristic (and improve) with bottle age.

HERBACEOUS: Having aromas or flavors reminiscent of herbs or other green vegetation.

HOT: Wines high in alcohol which give a burning or prickling sensation may be described as hot.

JEREZ DE LA FRONTERA (Hair-ETH deh la Fron-TEHR-ah): One of the towns in Andalusia, southern Spain, where sherry wine is made.

KABINETT (Cah-bee-NETT): A German or Austrian wine made from grapes harvested at a modest ripeness level to produce a light, slightly sweet wine.

LATE HARVEST: On wine labels, an indication that the grapes used was picked later, and at higher sugar levels, than for the normal harvest. As such, some of the grape sugar may not be fermented, resulting in a sweet wine.

LEES: The sediment of yeasts, skins, and other grape solids left after fermentation.

LEMONY: Often a flavor and aroma characteristic of high-acid white wines.

LUSH: Wines with a rich, viscous tactile impression due to high alcohol or high sugar may be called lush.

MACON, MACON-VILLAGES (Mah-CAWN Vee-LAHZH): A Chardonnay-based wine from the Maconnais region of Burgundy, France. Macon-Villages, the highest quality, can come only from certain designated villages.

MADERIZED: A term describing wines that have lost their freshness and color brilliance, typically due to exposure to air (oxidation) and excessive heat.

MALOLACTIC FERMENTATION: A natural, secondary fermentation occurring in nearly all quality red wines and some whites, which converts sharper-tasting malic acid into softer lactic acid, reducing the wine's total acidity. Malolactic fermentation is said to add aromatic and flavor



complexity (a —buttery quality) as well as tactile softness.

MARGAUX (Mahr-GO): A village in the Bordeaux region of France.

MEDOC (May-DOCK): A village in the Bordeaux region of France.

MERLOT (Mehr-LOW): A very popular red grape indigenous to the Bordeaux region of France.

MEURSAULT (Muhr-SOW): A red (Pinot Noir grapes) or white (Chardonnay grapes) wine from the village of Meursault in Burgundy's Cote d'Or.

METHODE CHAMPENOISE (May-TUD Shahm-pen-WAHZ): The labor-intensive method for producing true French Champagnes and the highest-quality sparkling wines. The second fermentation that gives wine its bubbles takes place in each individual bottle.

MOSEL-SAAR-RUWER (MOW-z'1 sahr ROO-vehr): A German wine region famous for light-style Riesling wines.

MOUTH FILLING: A wine with intense flavor and full body may be described as mouth filling.

MUSCADET (Moos-cah-DAY): A light, dry wine from France's Loire Valley made from the melon grape.

MUST: The unfermented juice of grapes.

MUSTY: A dank, moldy smell.

NEBBIOLO (Neh-bee-OH-loh): The red grape used to make Italy's most famous Piedmontese wines (Barolo and Barbaresco).

NOSE: The olfactory sensation of a wine is its nose. This includes both the aroma (grape and fermentation smells), and the bouquet (smells coming from bottle age).

NOUVEAU (Noo-VOE): The —new wine of the vintage—a style of light, fruity wine released within weeks after harvest. Beaujolais Nouveau is this early release from France's Beaujolais region, and Nouveau-style wines are widely produced in other parts of France and the US. The Italian version is named Novello, also meaning —new.

NV: Abbreviation for non-vintage. In the case of French Champagne, the signature, dry style of each Champagne house, made from a blend of vintages.

OAKY: Having the aroma or taste elements coming from exposure of the wine to oak, often through fermentation or aging in oak barrels. Both vanillin, a component of the oak itself, and toastiness, from charring the wood during barrel production, are common characteristics of oaky wines.

OXIDIZED: A wine with reduced freshness, aroma, and flavor due to excessive exposure to air. Oxidation may also cause browning of the color (much the way apples and other fruits brown when exposed to air).

PAUILLAC (PAW-yak): A district in the Bordeaux region of France.

PHYLLOXERA (Fill-OCK-seh-rah): A louse that attacks grape vine roots, eventually killing the vines.

PINOT BLANC (PEE-noh BLAHN): A white grape grown primarily in the Alsace region of France, and widely in Italy (Pinot Bianco).

PINOT GRIS (PEE-noh GREE): A white grape grown in France, the US, and widely Italy (as Pinot Grigio).

PINOT MEUNIER (PEE-noh Muhn-YAY): A red grape, the most widely-planted in France's Champagne region.



PINOT NOIR (PEE-noh NWAHR): A fragile red grape that is difficult to grow; nearly all French red burgundy wines are made from 100 percent Pinot Noir.

POUILLY-FUISSE (Poo-YEE fwee-SAY): The highest quality white Maconnais wine from Burgundy, France, made from the Chardonnay grape.

POUILLY-FUME (Poo-YEE foo-MAY): A dry white wine made from Sauvignon Blanc, from the Loire Valley region of France.

PREMIER CRU (PRUM-yay CREW): French Burgundy wines, made from specifically designated vineyards, of high quality.

PROPRIETARY WINE: A wine that's given a brand name like any other product and marketed as such (e.g., Mouton-Cadet, Opus One).

RAISINY: Rich, concentrated, dried-grape taste and aroma, often due to the actual use of raisinated grapes to make the wine.

RESERVE: A term sometimes found on American wine labels. Although it has no legal significance, it usually means a better quality wine.

RESIDUAL SUGAR: The percentage (by volume or weight) of unfermented grape sugar in a finished wine, which indicates its sweetness level.

RHEINGAU (RINE-gow): A top-quality German wine region known for Riesling wines.

RHEINHESSEN (RINE-hessen): A large German wine region known for wines such as Blue Nun.

RHEINPFALZ (RINE-faults): A German wine region recently re-named Pfalz.

RICH: A descriptor used to describe intensity in wine; may apply to concentrated flavor, high alcohol, sweetness, full body, or a combination of these.

RIESLING (REES-ling): A white grape grown primarily in Germany, Alsace, France, and the US.

RIOJA (Ree-OH-hah): A quality wine region in Spain.

ROUND: A tactile sensation of richness and/or softness in some wines.

SANCERRE (Sahn-SEHR): A dry white wine from France's Loire Valley region, made from Sauvignon Blanc.

SANGIOVESE (Sahn-joe-VEH-zeh): A red grape grown primarily in Tuscany, Italy.

SAUTERNES (Soh-TAIRN): A sweet white wine from the Bordeaux region of France made from Sauvignon Blanc, Semillon, and Muscadelle.

SAUVIGNON BLANC (Soh-veen-yown BLAHN): A white grape grown primarily in the Loire Valley, the Graves and Sauternes regions of France, and in the US (where it is sometimes called Fume Blanc).

SEKT (Sekt): The German term for sparkling wine.

SEMILLON (Seh-mee-YOWN): A white grape grown primarily in the Graves and Sauternes regions of France and Australia.

SOFT: Describes wines without excessive acidity or tannin, which are, therefore, gentle on the palate.

SOMMELIER (Soh-mel-YAY): The French term for cellar master or wine steward.

SOUR: Wine that is so high in acid that it is out of balance.

SPATLESE (SHPAET-lay-zeh): A white German wine made from grapes picked later than the

normal harvest.

SPUMANTE (Spoo-MAHN-tay): The Italian term for sparkling wine.

SPRITZY: Wine with a light degree of carbonation or effervescence is described as spritzy.

STRUCTURE: The tactile framework of a wine, created by the interplay of its major components: alcohol, acid, tannin, and fruit. Ranges from soft and delicate to firm.

SULFUR: A natural by-product of fermentation, and a substance used in winemaking as a preservative, an antioxidant, and a sterilizing associate.

SWEET: One of the four basic tastes perceived by the tongue, whereas other specific flavor components are perceived by the olfactory senses.

SYRAH (See-RAH): A red grape grown primarily in the Rhone Valley region of France.

TANNIN: A natural compound coming from the skins, seeds, and stems of grapes; also from wood casks used for aging. Perceived as a dry or puckery sensation on the palate.

TART: The sharp, sour taste of acidity in wine.

THIN: Describes a wine lacking body or flavor depth.

TIGHT: Wines with a hard, tannic tactile impression may be described as tight.

TRANSFER PROCESS: A modern, bulk process of making sparkling wines.

TREBBIANO (Treh-bee-YAH-no): A neutral-flavored white grape grown widely in Italy and elsewhere.

TROCKEN (Trah-ken): German for a dry wine.

TUSCANY (TUSS-cah-nee): A high quality wine region of Italy.

VARIETAL: A wine named for the predominant grape variety used to make it (e.g., Chardonnay, Cabernet Sauvignon).

VIN DE PAYS (Van duh Pay-EE): A French classification of wine less strict than AOC; increasingly widely used for varietal wines from the Languedoc-Roussillon region of southern France.

VINTAGE DATE: An indication on a wine label of the year the grapes used to produce it was harvested.

VITIS LABRUSCA (VI-tiss Lah-BROO-scah): A Native American grape species.

VITIS VINIFERA (VI-tiss Vin-IF-er-ah): A European grape species encompassing most high quality wine grapes.

VIOGNIER (Vee-own-YAY): A white grape from the Rhone Valley region of France.

WOODY: Having the aroma or taste elements of wood casks used to ferment or age the wine.

ZINFANDEL (ZINN-fun-dell): A red grape grown in California, often vinified into blush wine.

Liqueur Basics

Liqueur is an alcoholic beverage made of distilled alcoholic spirits combined with one or more aromatic flavoring substances and usually sweetened. A liqueur may serve as an after dinner drink or as an ingredient in a cocktail. Many liqueurs such as Benedictine were originally made by monks.

The finest liqueurs are prepared by distilling strong alcohol in which a flavoring or combination of flavorings has been macerated and treating the distillate with sugar and frequently, coloring matter.

The proof of liqueurs, a standard number that indicated about twice the percentage of alcohol by volume, averages between 60 and 70. Flavours include lemon peel, caraway seeds, and sloe, found in curacao, kummel, and sloe in gin, respectively. Cordials are liqueurs flavoured by fruit pulp or juices.

Liqueur Glossary

AMARETTO: Italian marzipan-flavored liqueur made from apricot pits and almonds.

ANISETTE: Sweetish clear liqueur made from anise seed, with a licorice flavor. Usually served straight in a cordial glass.

APERITIF: General term for a beverage drunk prior to the meal to stimulate the appetite. Also refers to a category of typically lower-proof spirits and some bitters drunk as such (e.g., Lillet, Campari). Often served on the rocks in a rocks glass. If wine-based (Lillet), it is served in a cordial glass.

APPLEJACK: American apple brandy.

AVOKAT: Egg yolk and brandy

B&B: Proprietary liqueur, 86 proof. It is actually a prepared cocktail consisting of Benedictine and Brandy and served in brandy snifter.

BACARDI SILVER (LIGHT): Puerto Rican rum; 80 proof.

BAILEY'S IRISH CREAM: Inventor of the cream liqueur category based on Irish whiskey and cream.

BEEFEATER: Imported English gin.

BENEDICTINE: Caramel, herbs

BOMBAY: Imported English gin.

CADBURY LIQUEUR: Chocolate

CAMPARI: An Italian bitters; 48 proof. Popular with soda, as an aperitif and in the Negroni cocktail.

CANADIAN CLUB: A Canadian blended whiskey. Also known as CC.

CHAMBORD: Premium French liqueur flavored with raspberries, herbs, and honey. Has a raspberry flavor.

CHERRY BRANDY: Brandy, cherries

CHIVAS REGAL: Premium blended Scotch whiskey; 12 years old.

COINTREAU: Branded, premium triple sec (orange flavored liqueur); usually served in a



cordial glass.

CREME DE CACAO: Sweet liqueur made from cocoa and vanilla beans. There are two types, brown (dark) and white (clear). They have identical flavors. Used in cream drinks, Alexanders, etc.

CREME DE CASSIS: Sweet liqueur made from blackcurrants, usually lower proof than other cordials. Added to white wine to make a Kir.

CREME DE MENTHE: Sweet liqueur made from mint, usually peppermint. There are two types, white and green (which is artificially colored). Green is used on the rocks or in Grasshoppers. White is used in Stingers.

CREME DE ALMOND (NOYAUX): Dark pink, bitter almond flavored liqueur. Used almost exclusively in Pink Squirrels.

BLUE CURACAO: Blue-colored Curacao (orange-flavored liqueur), used for coloring. Curacao-liqueur is flavored with the peels of Curacao oranges. It may be either white or orange colored. Used primarily for flavoring and sweetening in mixed drinks and punches.

CUTTY SARK: Blended Scotch.

DEWAR'S: Blended Scotch.

DIGESTIF: General term for spirits drunk at the close of the meal—typically higher-proof spirits such as brandy, Cognac, Armagnac, single malt Scotch, etc. Sweetened digestifs (e.g., Grand Marnier, Frangelico) are referred to as cordials.

DRAMBUIE: A liqueur made from Scotch, herbs and heather honey. Used in the Rusty Nail or served straight in a snifter.

DRY SACK: A cream sherry from Spain, slightly sweet. Served in a cordial glass or on the rocks. An excellent aperitif.

DUBONNET: Red and White—A French aperitif wine (aromatized wine), similar to sweet vermouth. Usually served on the rocks with a lemon twist, in a wineglass.

FRANGELICO: Premium Italian hazelnut-flavored liqueur with berries & flowers.

GALLIANO: A golden Italian liqueur flavored with 30 alpine herbs and spices. Spicy with a slight anisette flavor. Served straight in a cordial glass and used in some mixed drinks, notably the Harvey Wallbanger.

GOLDKEN MOZART: Swiss chocolate

GRAND MARNIER: A very fine French liqueur based on Cognac and orange peels. Usually served in a snifter.

GRAPPA: Italian spirit distilled from wine pomace or pressings (the leftover skin and seeds). Spirits from other countries in this category are called marc (pronounced Mahrr). Served in a snifter.

GREEN CHARTREUSE: A very high proof proprietary liqueur (herb flavored), served in a cordial glass.

HARVEY'S BRISTOL CREAM: A sweet cream sherry from Spain. Served in a cordial glass.

J&B: Blended Scotch.

JACK DANIELS: Premium Tennessee Sour Mash Whiskey manufactured by a special charcoal filtering process.

JIM BEAM: Kentucky bourbon.



JOHNNIE WALKER BLACK LABEL: Premium, full bodied Scotch, 12 years old.

JOHNNIE WALKER RED LABEL: Premium, 8-year-old Scotch.

JOSE CUERVO GOLD: Tequila that has been aged in oak vats for 4 years to achieve the gold color.

KAHLUA: A premium coffee liqueur from Mexico. Served in a cordial glass.

LILLET: A French aperitif fortified wine similar to French vermouth with a hint of orange flavor. May be served in a cordial glass or on the rocks in a wineglass with a slice of orange.

MALIBU: White rum, coconut

MARC: (pronounced Mahrr) Spirit distilled from wine pomace or pressings (the leftover skin and seeds). Usually served in a snifter.

METAXA: A rich, fairly sweet Greek brandy. Served in a snifter.

MIDORI: Japanese liqueur flavored with honeydew melons.

MYER'S RUM: Full-bodied, pungent, and dark Jamaican rum. Used in Planter's Punch and the Zombie, among others.

OLD GRANDDAD: good-quality Kentucky bourbon.

OPAL NERA: Aniseed

OUZO: High-proof Greek liqueur with a fiery licorice flavor. Metaxa makes the best. May be served straight or with water, in a cordial glass.

PEACH LIQUEUR/SCHNAPPS: Stock liqueur used in cocktails such as the Fuzzy Navel.

PEPPERMINT SCHNAPPS: Light-bodied crème de menthe. Served in a cordial glass.

PERNOD: A 90-proof French liqueur with a licorice flavor. May be served straight or with water.

SAMBUCA: Italian anise or licorice-flavored liqueur. Served in a cordial glass or snifter with three coffee beans floated inside as a garnish.

SKYY: Premium American vodka made with a patented filtration process to reduce congeners (thus, known as the headache-free vodka).

STOLICHNAYA: Premium Russian vodka.

SEAGRAM'S CROWN ROYAL: Premium blended Canadian whiskey.

SEAGRAM'S SEVEN: American blended whiskey.

SEAGRAM'S V.O.: Canadian blended whiskey.

SLOE GIN: Liqueur made from sloe berries, not resembling gin. Used in the Sloe Gin Fizz.

SMIRNOFF 80: American vodka.

SOUTHERN COMFORT: Premium liqueur blended from bourbon and peach liqueur. May be served straight, in Manhattans, etc.

SUNTORI MIDORI: Honeydew melon

TANQUERAY: Premium English gin.

TIA MARIA: Jamaican coffee liqueur.

TRIPLE SEC: Clear orange-flavored liqueur. Used primarily in Margaritas and Sidecars as a sweetener.

WILD TURKEY: Premium Kentucky bourbon.

Cocktail Basics

General Cocktail Terms

ABV

Stands for —alcoholic by volume, and shows the total percentage within the drink that is accounted for by pure ethyl alcohol. All alcoholic products must, by law, give this information.

Aperitif

Any drink taken before eating as a stimulant to the appetite.

Can be as simple as a glass of dry white wine, Champagne or Sherry; can also be a dry/sour cocktail.

Cobbler

A long drink consisting of spirit with sugar and ice, Served with lots of fruit to garnish. American in origin, it's the forerunner of all garnished cocktails.

Chaser

A longer drink that is taken immediately after a small one, typically a glass of beer, to follow a shot of neat spirit. It smoothes the throat after the high alcohol of its predecessor.

Collins

A long drink originally called the —Tom Collins‖ after a particular variety of gin.

A Collins is now any spirit mixed with lemon juice and sugar, and topped up with soda. It is basically the long version of the sour.

Cooler

An indeterminate long drink that consists of any spirit with fruit juice.

Usually citrus, sugar and a sparkling topper (which may be soda, lemonade or ginger ale). Classically decorated with a spiral citrus twist.

Crusta

Any drink that comes in a glass with frosted rim, Usually of sugar (although the salt-rimmed Margarita is theoretically a Crusta too). Should also technically be served with a continuous twist of lemon rind lining the glass.

Cup

Essentially the cold version of Punch, A cup is a mixture of wine or cider with spirits and fruit juices, served from a large bowl full of fruit garnishes and ice. Best served in summer.

Daisy

A soured spirit that also contains a measure of fruit syrup, such as grenadine, topped up with soda.



Highball

Simply spirit with ice, topped up with soda, Or some other sparkling mixer, but with no other ingredient.

Julep

A hot-weather American drink, served in a tall glass, Consists of spirit (classically bourbon) and plenty of crushed ice, on a basis of mint leaves pressed with sugar. As the ice melts, it becomes a long drink

Mulling

The technique of gently heating wine, beer or cider, with spices, fruit and perhaps a shot of spirit. To be served hot during the German Christmas season .especially up in the mountain areas during skiing (Gluehwein)

Neat:

Any spirit drunk on its own without ice or mixer. As it comes is the synonymous phrase.

On the rocks

Any drink served over ice cubes or cracked ice, Usually in a tumbler or Old-Fashioned glass.

Pick-me-up

Any drink whose purpose is to receive the drinker, Whether in mid-morning or to counteract the effects of over-indulgence. It's a bit of a loaded term, since it shouldn't be forgotten that alcohol depresses the nervous system, rather than —picks it up.

Pousse-café

A small cocktail in which two or more ingredients are poured slowly into the glass, one by one to create a layered effect. Must be served without ice or garnishes.

Punch

An old British colonial drink consisting of spirits
And wine, heated up with spices and fruit, and served from a large bowl. Similar to mulled wine,
And likewise traditionally served at Christmas.

Rickey

An unsweetened measure of spirit with lime juice
And ice, topped up with soda.

Sangaree

May be based on a spirit, but is usually fortified wine, with sugar, soda and a nutmeg topping.

Shooter

A small, strong cocktail served in a shot glass, Intended to be downed in one. Historically any tot of neat spirit taken in the same way.



Shrub

A drink consisting of spirit (usually brandy or rum)

Bottled with fruit juices and loaf (or lump) sugar, and left to infuse for several weeks.

Sling

A long drink consisting of spirit with lemon juice, sugar and soda.

Similar to a Collins, it now generally Contains a shot of some liqueur as well.

Smash

An undersized version of the Julep, made with ground mint, sugar and spirit, but served in a small glass and with not as much ice.

Sour

Any spirit mixed with lemon juice and a pinch of sugar, Sometimes taken with a small splash of soda, but always as a short drink.

Swizzle

Cocktail of Caribbean origin involving spirit, lime juice, Bitters, sugar and ice, frothed up by being vigorously stirred with a swizzle stick held between the palms of the hands. Must be served antarctically cold.

Toddy

A cold weather drink consisting of spirit, lemon juice, And sugar (or perhaps honey) to which hot water is added. Implicitly believed in as a cold remedy by previous generations.

Bar Technical Terms

After dinner cocktail

Sweet cocktails, which are served after dinner.

Pre-dinner cocktail

Dry cocktails, which are served before dinner (sometimes standing cocktail) and should be stimulating.

Blend

To mix drinks, but as well to mix whiskeys during production (blend of malt & grain whiskey)

Blender

Mixer, see Hamilton beach

Blending

Mixture of 2 -3 various components

Build-in glass

The preparation of a cocktail or mixed drink is done in the glass served.

Chasers

Are long drinks which are filled up with tonic waters, bitter lemon, ginger ale, coke, fruit juice, beer etc.

Chilled

Cooled down, —chilled glass|| from the freezer.

Dash

Drop, —spritzer, is a pouring unit used with strong aromas like angostura, grenadine, syrups, etc.

Fill

—To fill-up||, to fill a drink up with fruit juice, lemonade, soda water or sparkling wine.

Filler

Other word for chaser

Float

Kind of preparation technique, aromas which are put on top of the drink for garnish

Frosted

Frozen, a glass or bottle is covered with a film of thin ice.

Gill

Original Whiskey pouring unit of 1 ½ oz. which is 42 grams.

Gom, Ghomme

Other name sugar syrup.

Grind

To grate or grind a ingredient finely to powder or fine substance.

Iced

Like frosted

Jigger

Measuring unit of 20 or 40 g.

Sugar syrup

1 kg sugar and 1l water is boiled up and then cooled down, used for cocktails.

Long drink

Name for every drink which has more than 8 cl

Content of beverage.

Marge

Spirits with high alcohol tend to loose slightly volume especially when heated.

Mixer

Other name for chaser or filler

Muddler

Which is like a pestle or the other end of the bar spoon, to grind or smoothen ingredients like rock sugar, herbs or fruits (Caipirinha)

Mug

Old description for big beer glass with handle out of clay or tin.

Nip

To drink a fairly small amount or taste.

Nutmeg

Freshly grated used in some cocktails



On-the-rocks

Type of order for drinks served with ice (Whiskey on the rocks)

Peel

A piece of skin of citrus fruits, lemon, lime, orange to flavor drinks and for decoration.

Pitcher

—Water pitcher, wine pitcher to be put on the table for self service.

Plain

Not diluted, not mixed, type of order for drinks (no ice !)

Poures

Pouring unit for bottles, with 20 or mostly 40 g. To be installed on the bottle neck.

Pouring drink

Is a basic drink like cognac, whiskey; if the guest does not specify what kind without giving a brand or name.

Sediment

As well called —depot, a deposit especially found with aged red wine, sherry or port.

Shake

Which is called the preparation technique using a Cocktail shaker.

Short drink

Name for drink which contains less than 8 cl liquid.

Soothe

Conserved egg white in aerosol/spray bottles, used for creamy drinks (invented in America).

Sparkling

Foam, sparkling wine.

Squeeze

To press, especially for citrus fruit

Stir

To mix or stir a drink as preparation technique whereby ingredients are carefully mixed in the glass served with a bar spoon.



Straight up

Other name for plain or up.

Strain

To strain or hold back ice or ice pieces in the shaker, when pouring the drink into the glass.

Straw

Formerly the natural straw used for drinks, now of course out of plastic in various colors and shapes.

Sugar edge

Sugar on the rim of the glass, dipped in lemon or lime juice and then into a sugar bed on a saucer.

Sugar lip

Like sugar edge, part of the garnish

Sugar rim

Other word for sugar edge.

Swizzle stick

Used for mixing drinks, twirling stick (small)

Topped

Covering drinks with cream or whipped cream.

Twist

To twist citrus fruit on the rim of the glass to release the aroma.

Under liner

Under liner for the glass, usually out of small, round white linen, or paper with property logo.



Cocktail Details

Cocktails are popular in any bar. It is important to create cocktails that are visually attractive and taste good. Since guests often come back for "another one", or recommend their favorite cocktail to friends, we need to ensure that taste and presentation are consistent across bars regardless who is on duty on the day.

Below are a number of key considerations relating to the making of cocktails.

Blending cocktails

Rather than blending ice to a frappe consistency, give blender **two quick shots**, each time allowing blender to stop before starting again. This will leave chunks of ice in beverage:

Why?

Keeps drink cold longer

Drink will not split as fast as if ice fully blended

If customer complains about ice chunks in their cocktail, inform them why we make our cocktails this way. If they are still unhappy make the drink to their liking.

Ice can also be put straight into glass, (approx ¼ full) before adding blended ingredients, (including more ice) to glass.

If **fresh fruit** is used as an ingredient in a blended cocktail, ingredients should be **fully blended** so that fruit chunks don't prevent drink being sucked through a straw.

When **blending more than one** of the same drinks, ensure that each drink tastes exactly the same. How? Evenly distribute all mixed ingredients to each glass, by pouring mixed ingredients two to three times from each blender blend. This will also ensure that each drink has the same level when finished.

Always put **ice in blender after cocktail ingredients**, this prevents the ice from melting.

New **blenders** are to be given a serial code bar Stewarding and **rotated** throughout departments every three months. This will rotate high use blenders through low use areas and back again. A form of blender maintenance.



Wash equipment immediately after use = presentation + preparation for next drink

Keep a small bucket handy to the bar in which **bottle caps** from new bottles can be stored. These should be used for the glass bottles in which juices are stored.

Passion fruit should be defrosted and strained through a chinois into a bucket and 150ml of water added to this for dilution. This should then be funnelled into a glass bottle as per all other juices. (note not all bars will require this product). Mango pulp does not require diluting or straining.



The Bar Operation

Beverage Service

First round drink orders are a top priority. When guests are seated, it is our standard to have served their first round of drinks within 5 minutes regardless of who the table —belongs to. This is an area where we can really distinguish ourselves. Water can be served to the guests to diminish their beverage wait time. While serving beverages, Servers should always remember the following:

- Write down drink orders using the guest numbering system. There is no need to skip lines on drink tickets.
- Suggest one or two featured beverages to the guest when ordering. Use upselling techniques when available.
- Beverages are served from the right side unless prevented by space limitations or table configuration or if the guest obviously is drinking with his/her left hand.
- Serve beverages according to designated standards, and ask guests if they have any questions about the menu.
- Serve one creamer per table upon request, filled 1/4 full for each guest preferring cream.
- Automatically refill drinks such as iced tea, water, and coffee at the 3/4 empty mark until the guests are finished with their main entree. At this time, it is proper to ask guests if they would like another beverage. We do not charge for coffee or tea refills.
- Fill all glasses to the rim with ice. Never overfill glasses or use glasses that are even slightly warm.
- Always use bevnaps or coasters while serving drinks. Do not excessively change bevnaps, replacing them only when they are saturated or torn. Adhere to the following guidelines:

Place the bevnap in front of each guest as he/she orders.

Put the drink down close to the guest and onto the center of the bevnap.

Avoid letting bevnaps clutter the bar/service area.

Do not use bevnaps when serving beer or wine.

Put one coaster under the glass when serving bottled beer.

- Handle all glasses by the stem or lower portion of the glass (away from the rim or bowl). Don't hold the glass by the rim or put hands inside glasses or cups (clean or dirty). For safety or awkward reaches, glassware may require a firmer grip, or moving other items.
- When more than one glass is present on the table, the glass to be used next is



always placed farthest to the right. This makes it easier for the guest to reach for and drink from the glass without spilling or having to rearrange the table setup. Remember, the idea is to anticipate the guests' needs and to make it as easy as possible for them to enjoy their evening.

- Always ask permission before clearing empty glasses.
- Don't lift glasses or cups off the table to pour. Place the glass or cup (handle facing to the right) in place on the table, and then pour with the right hand. This includes coffee service.
- Mineral waters are chilled and served without ice unless otherwise requested by the guest. The correct garnish is a lime wedge hinged on the glass rim.
- Water should be refilled when glasses are half empty.
- Always face the tables while standing at the bar.
- Always face guests while serving them.
- Be positive when phrasing service questions: —*May I get you another cocktail?* or —*Would you care for another round?* Never use negative phrasing such as —*Is that all?*

- Place a cocktail napkin in front of the guests with the logo, emblem, or written material facing them.
- Call the guest by name whenever possible. If regular patrons frequent the outlet, remember their favorite brand or cocktail and how they like it prepared.
- Serve cocktails as soon as possible to ensure quality.
- Place the pour spout in the bottle so that the label is turned toward guests seated at the bar. This will enable the guest to see what is being poured.
- Strictly adhere to the hotel pour policy in accordance with the hotel recipes.
- Always process the order through the POS System.
- Always place the guest check in front of the guest at the same time the cocktail is served.
- At all times, ensure that the table is maintained (i.e., napkins picked up, ashtrays cleaned). Ashtrays shall be topped with a clean ashtray, removing the full ashtray to a tray, and then replacing it with the clean one.
- Be alert for minors. If there is the slightest doubt, request identification and verify age before serving.
- Never argue with a guest.
- Refuse service to an intoxicated person. This is every associate's responsibility. If there is a problem, call the Manager.
- Rectify any error in service at once.
- Never attempt to collect for charges until the guest indicates that they are ready to pay or sign the check.
- Upon the guests' departure, thank them and invite them to return.

- Always wipe down the table or bar with a damp cloth immediately upon the



guest's departure. Wipe crumbs from chairs, replace ashtrays, and replenish matches. Tidy the floor if necessary.

- Always be courteous and helpful to fellow associates. This will be noticed and appreciated by guests.

Alcoholic Beverages

- When an aperitif has been served with the appetizer, the empty glasses are removed only after the red (or next) wine for the entree has been poured.
- If a white wine is served with the appetizer, the empty glasses are removed only after the red (or next) wine for the entree has been poured.
- The red (or entree) wineglasses are removed only after coffee is served or after dinner drinks are served.
- Don't leave empty cocktail glasses on the table. Remove only with the guest's permission.

Beer Service

- For bottled beer service, Place the beer glass on the table and pour the beer for the guest onto the side of the glass. Fill the glass half full and place the bottle on the table next to the glass with the label facing the guest. Always bring a fresh glass when the guest orders more of the same beer.
- One of the secrets in serving a perfect glass of beer is to rinse the glass in cold, clean water before filling. Beer shall be served cold at 37°F (9°C) using cold glasses, or at the appropriate temperature based on regional customs. There is a 2° heat rise in a UN chilled, rinsed, thin glass, and a 4° to 5° heat rise in a rinsed heavy glass or mug.
- Draw or pour beer properly. The size of the head can be controlled by the angle at which the glass is tilted at the beginning of the draw. If the glass is held straight and the beer drops into the bottom of the glass, a deep head of foam will result. If the glass is tilted sharply (about 90°) and the beer flows down the side of the glass, the head of foam will be minimized.
- Wash beer glasses each time they are used—unless the guest requests that the glass be refilled. Proper cleaning and drying can be accomplished in three simple steps.
 - Used glasses should be emptied and rinsed with clear water prior to washing.
 - Each glass shall be washed on a brush in water containing a solution of odor-free and non-fat cleaning compound that will thoroughly clean the surface of the glass and rinse off easily in clear water.
 - After washing, the glasses shall be rinsed in clean, cool water. Do not dry glasses with a towel, stack them on a rack or on a corrugated surface where they can drain freely and air can circulate in them.



Cocktails

- Place stir sticks beside the drink rather than in the glass, for safety.
- Place drinks to the side, not on top of cocktail napkins.
- Offer a second drink when the first cocktail is 1/3 full. When serving a new cocktail, always ask the guest to remove the used cocktail glass, even if it obviously looks empty.

Remove the used cocktail glass, stir sticks, and used garnish pieces. Then serve the new cocktail.

Wine Presentation

Service: Courteous, Correct and Quick

- Every table receives a clean wine list.
- If the property has wine cards, leave it on the table all the time; for a wine list, make sure it's handed to guests as soon as they're seated.
- Suggest wines at prices people are comfortable paying, not too expensive but not too cheap either.
- Don't mention the price, just point to the price on the list.
- If relevant, mention that the wines are arranged from light to full.

Before Getting the Bottle

Get wineglasses and carry them on a tray whenever possible.
Carry a service towel folded in thirds and a corkscrew.

Presenting the Bottle

- Make sure to have the right bottle before going to the table.
- Present the bottle to the host (i.e., the guest who ordered it).
- Show the label and say the name of the wine and vintage, pointing with two fingers to the info on the label while speaking.
- Wait until the guests approve.

Opening the Bottle

- Do it on a firm surface with the label facing the host, if possible.
- Cut the capsule below the bottom lip of the bottle with the knife of the corkscrew.
- Put the trash into a pocket, not onto the table or in the wine bucket. If the bottle doesn't have a capsule, like a flange top bottle, just put the corkscrew right in without removing the seal.
- Position the corkscrew slightly off-center, and to the side, so that it will screw in straight.
- Screw the corkscrew in almost all the way. Going only halfway will get half a cork!
- Anchor the lever on the bottle lip, hold it in place with one other hand and lift up gently, pulling the cork out almost all the way, but not quite.



- —Rock the cork the rest of the way out. Don't pop the cork!

Pouring for the Host (i.e., the guest who ordered the wine) and the Table

- Wipe the bottle top and casually present the cork to the right of the host's wineglass.
- Wait to see if the host wants to do anything with the cork, but don't make a big deal of it. People don't have to do anything with the cork if they don't want to.
- Pour a taste for the host (about 1½ ounces).
- After the host approves, serve ladies first, then gentlemen, then host last, clockwise around the table.
- Fill the glass 2/3 full, or share the bottle equally among the guests who are having wine if it's a large table.
- Don't —run out! so they have to order another bottle. That's the host's choice.
- Remove the cork from the table after serving the host and say, —Enjoy your wine.!
- Store white wines in an ice bucket and reds on the table with the label facing the host.
- Never put the cork back in the bottle.

Wine Problems

- The most common problem with wine is that it is —corked! with a musty smell and taste, or that it is oxidized which tastes unpleasant and vinegary
- Either way, doesn't argue.
- Apologize and offer to bring a replacement bottle.
- If the situation seems awkward, ask the Manager for help.

Sparkling Wine and Champagne Service

- THE MOST IMPORTANT ISSUE IS SAFETY!
- Point the bottle away from anyone in the room—all guests and co-workers.
- Don't use a cork screw. Opening Sparkling Wine and Champagne
- Dry the bottle with a service towel, if it is wet from condensation, for a firm grip.
- Remove the foil with the pull-tab that's there, or by cutting it with a corkscrew blade.
- The trash goes into a pocket.
- Hold the bottle at a 45-degree angle to open—away from people.
- Loosen the wire cage, holding a thumb over the cork tightly.
- Once the cage is loose, don't let go because the cork could fly out.
- With a firm grip, turn the cork one-way, and the bottle the other. Ease the cork out, holding tightly as pressure builds so the cork doesn't pop. Let it out gently with a —cough!
- Wipe the top of the bottle with a service towel.
- Present the cork, pour a taste, and serve the wine as with non-sparkling wine.
- Put the bottle in an ice bucket filled 2/3 full with water and ice.



Water Service

When a guest requests water, it is not necessary to serve water to all the guests. Servers shall ask the other guests at this time if they would also wish to have water service.

Water should be served immediately upon request. Servers should not wait until after serving drinks and food to serve water. Servers should follow these guidelines:

Preparation

Before meal service begins:

- Fill the water pitcher 1/3 with ice cubes.
- Fill the water pitcher to approximately 1 inch from the top with cold tap water.
- Place water pitchers in service stations.
- Place a service napkin folded in quarters (both ways) on top of each water pitcher.
- Check all glassware for spots or chipping before filling the glass.
- Water glasses may be preset on the table.

Refilling a Water Glass

Approach the table with the water pitcher held over a napkin to catch moisture drips:

- Pour from the guest's right side with the right hand. Some tables are set against windows or placed in corners and it's not always possible to do this. Use judgment, considering safety and spillage.
- Hold the water pitcher just above the water glass and carefully pour the water. Be careful not to splash water off the ice cubes and onto guests. Wipe the pitcher mouth with the side towel while pulling it away from the glass.
- Continually wipe the base of the water pitcher to stop the drips of moisture from falling.
- Replenish water as necessary. When the water glass is half full, it is time to replenish. **The guest should not have to —flag an associate down.** Either top the glass with ice water or replace the warmed water with a fresh glass of ice water.
- If guests are drinking water, the water glasses should remain on the table throughout the evening (including if dessert is ordered).

Bottled Water

For all bottled water service, return to the service bar, remove and discard the bottle cap or top, prepare glasses with a lime wedge garnish, and bring them to the table on a tray with the water bottle. Place the water glass above the guest's knife. Pour the water. Place the water bottle in a wine bucket and label the bucket with the table number. If a guest requests ice, bring a fresh glass with ice on a tray, and replace the empty glass with the ice-filled glass.



Coffee at Lunch and Dinner

- Prepare the cup, creamer, and sugar in the side station on a tray.
- Bring freshly brewed coffee to the table and serve from the guest's right with the right hand.
- Place the cup's handle at the four o'clock position in relation to the guest.
- Place the creamer and sugar caddy on the table.
- Fill the coffee cup at 3/4 full.
- Offer more coffee when the guest's cup is 1/4 full.
- Do not pick up the coffee cup to refill. Make adjustments, if needed, to pour safely.

Hot Tea

- Pre-heat the teapot by rinsing it with hot urn water.
- Place the teapot on the service tray.
- Offer our selection of wrapped tea bags, milk if requested, or 1/8 of a lemon if milk is not requested.
- Fill the teapot with hot water, and place it on an under liner.

Hot Chocolate

Serve hot chocolate in a mug or cup.

Place whipped cream on top, unless the guest requests no whipped cream.

Iced Tea

- Fill the glass with ice then add freshly brewed iced tea.
- Hinge 1/8 of a lemon wedge on the edge of the glass.
- Bring a wrapped straw and an iced teaspoon and place alongside the glass.
- Never put the teaspoon in the glass.

Milk Service

Serve in the appropriate glass.

Place a beverage napkin down before setting the glass on the table.

Soft Drinks

Serve in the appropriate glass with cubed ice and a wrapped straw.

Place a beverage napkin down before setting the glass on the table.



Bar Guidelines

Payment Considerations

- Establish the form of payment (cash or credit) at the time of the order.
- Determine if the guest would like to open a tab and follow up accordingly:
- If the guest does not want to open a tab, present and settle the check.
- If the guest wants to open a tab, then either a room key or a credit card should be retrieved from the guest. The room key should be noted on the check and ascertain whether or not there is a —No Charge status on the room key; if there is a —N/C status, tactfully return the key and request another form of payment. The credit card slip should be imprinted and the card returned to the guest.
- Never allow guests to open a cash tab at any time.
- Never run a tab from memory.
- Keep all guest tabs face down near the guest, never carry them / keep them near the POS.
- Redline all guest checks or destroy checks after dispensing drinks.
- Keep the tip jar beyond arm's reach of cash registers.
- Present the guest check to the guest and secure payment.
- Call out the amount received when a guest pays with cash and count the change back from the transaction amount to the amount tendered.

Maintaining the Station

Bartenders shall keep the bar area clean at all times, including the bar top and behind the bar. They shall monitor and maintain the required par levels for all items.

Glassware

To ensure that they always have plenty of glassware, associates in the bar shall:

- Monitor the supply of glassware throughout the day to make certain that they maintain plenty in stock and alert a Manager immediately if they run low.
- Always be watchful of cracks or chips in glassware.
- Be sure glassware is sparkling clean, paying attention to water spotting and/or streaks that may be caused by the dish machine. Some substances (such as lipstick) may be hard to remove and can require extra scrubbing.
- Use the proper glass. Each drink has a specific glass in which it is served.

Ice Maintenance

Most mixed drinks are made with ice. We need to keep in mind a few basic rules about ice:

- **Ice should be hard and clear.** When ice machines are operating properly, the ice will be around 5 degrees Fahrenheit. At this temperature, the ice is hard and has a transparent quality. Ice temperature can be measured in the storage bin of the ice



machine with a thermometer. Keeping the bin door closed will help maintain the proper temperature.

- **Ice should be dry.** When ice is made and stored under proper conditions, it will have a dry quality to it. —Wet ice dilutes and flattens a drink. Be sure ice bins as well as ice machines are draining properly.
- **Ice must be clean.** Extra care should always be taken to assure that foreign objects are kept out of the ice. Health department regulations prohibit the storage of anything (beer, fruit, etc.) in an ice bin that is used for making drinks. Ice shall never be handled with hands or scooped out with a glass. If a glass is broken inside or near an ice bin, the entire bin must be cleaned out immediately. Never take any chances—broken glass travels.

Temperature Guidelines

To ensure a quality product, it is important that beverages maintain specific temperatures. The following is a list of each beverage and its appropriate temperature:

- Beer bottles: 40 degrees Fahrenheit
- Red wine: 62 degrees Fahrenheit
- White wine: 42 degrees Fahrenheit
- Beer glasses: 20 - 26 degrees Fahrenheit out of the freezer

Garnishes Preparation

All garnishes must be fresh and attractive to provide our premium drinks with a premium presentation. Associates should use the following guidelines while preparing garnishes:

- Celery: Trim off all leaves and the celery base, leaving only a fresh stalk.
- Cherries: Use maraschino cherries only.
- Cinnamon (ground): Use for sprinkling appropriate drinks.
- Cinnamon (sticks): Use whole sticks only.
- Coffee Beans: Use fresh coffee beans only.
- Lemons (twists): Twist clean lemon peels and rub them onto the rim of the glass then drop into the glass.
- Lemons (wedged or wheels): Cut to fit on the rim of the glass. Cut 1/2 inch of lemon into three to four wedges, and cut wheels 1/6 of an inch in thickness.
- Limes (wedged or wheels): Cut to fit on the rim of the glass. Cut 1/2 inch of lime into three to four wedges, and cut wheels 1/6 of an inch in thickness.
- Olives: Use fresh olives only, and keep them refrigerated after opening.
- Onions, cocktail: Keep refrigerated after opening.
- Oranges (wheels or halves): Cut wheels 1/6 of an inch in thickness.
- Pineapples (sticks or wedges): Cut sticks into 1/2-inch blocks and wedges into 1/2 inch

half wheels.

- Strawberries: Always wash strawberries thoroughly. Make certain that they are bright red and fresh. Cut a slice into the bottom of the strawberry to fit it onto the rim of the glass.
- Whipped Cream: Keep refrigerated at all times.

There may be many other garnishes that are applicable to your region, such as asparagus, pickles, mushrooms, etc. Ensure that all garnishes are fresh and exhibit an attractive presentation.

Classic Garnish Usage

- Celery Stalk with Leaves: Place into the drink, leaves up (replaces the stir stick); Bloody Mary, Virgin Mary, Bloody Bull, Bloody Maria.
- Stemmed Cherry: Spear with a pick Manhattan, Rob Roy, Angel's Tip, Green Crème de Menthe Frappe.
- Lemon Peel (twist): Twist over a drink to allow the oil from the peel to float on top of the drink, then run the yellow side of the peel all the way around the rim of the glass and drop it into the drink; Martini (on request), Dry and Perfect Manhattan, Dry and Perfect Rob Roy, Mists (on request), Kir, Champagne Cocktail.
- Lime Wedge: Squeeze over then drop into a drink; Tonic drinks, Bloody Mary, Blush, Bloody Bull, Perrier, Cuba Libre.
- Lime Wheel: Place onto the rim of the glass; Gimlet, Margarita, Daiquiri, Barcardi Cocktail.
- Nutmeg: Sprinkle on the top of the drink; Alexanders.
- Orange/Cherry Flag: Spear the pick through the rind on one side of half the orange slice, then through the stemmed cherry, then through the other side of the orange rind; Collins drinks, Sours, Old Fashioned, Planter's Punch, Singapore Sling, Zombie.
- Olive: Spear with a pick—one olive if it is a large olive, two olives if small olives Martini.
- Cocktail Onions: Place three on a pick; Gibson.
- Pineapple Flag: Spear the cherry first, then place the pick through the pineapple rind; Pina Colada, Mai Tai, Coco Loco, Coco Mono.
- Fresh Strawberry: Press (don't squash) onto the rim of the glass; Strawberry Daiquiri, Strawberry Margarita.

Guest Requests for Unusual Recipes

When a guest orders a drink the Bartender is not familiar with, the following guidelines for handling the request are recommended:

- Tell the guest that the drink is unfamiliar but if the guest can provide the recipe, method of preparation, glass to be used, garnish, etc., we would be pleased to prepare the drink.



Note: Relate the ingredients and portions to some other known similar drink and charge guest accordingly.

- In the event there is liquor or ingredient involved which is not stocked, advise the guest accordingly. Never make a substitution, politely suggest another drink.
- Never be ashamed or afraid to admit not knowing every unusual drink, just follow the above procedure. For example there are areas of the country where water is called for under the name —ditch|| or —branch.|| Courteously ask guests what they mean if the request is not understood.

Preparing and Serving Beverages

The preparation and delivery of drinks is crucial to Bartender services. The preparation of drinks must be exacting and follow appropriate pouring guidelines. The presentation of each beverage follows specific rules of etiquette. To ensure standards, Bartenders shall:

Filling Orders

- Never accept any verbal drink orders from restaurant or cocktail Servers, they must be written on the guest check.
- Ring up drink orders immediately using a hand check or the POS system following their service for bar patrons.
- Make the quick drinks first.
- Be sure to appropriately garnish all drinks.
- Have Servers return for milkshakes or ice cream drinks when necessary.
- Make certain that Servers are prompt in serving orders and that prepared drinks do not go unnoticed.
- Call for a runner if necessary; never let drinks sit.
- Immediately record on a spill sheet and discard mistake orders or orders rejected by the guest.

Pouring

- Use a shot glass or jigger to avoid over pours. One-eighth of an ounce of over pour into each drink all night long can amount to giving away a half case of liquor. **Free pouring and trailing are not allowed.**
- Keep the pouring spouts clean, this will help ensure accuracy when pouring.
- Return bottles immediately to their proper place after use to maintain their cleanliness and to maintain efficient organization.
- Repeat orders back to guests and Servers to ensure accuracy.



Bevnaps

- Always use bevnaps or coasters while serving drinks.
- Do not excessively change bevnaps.
- Replace bevnaps only when they are saturated or torn, and adhere to the following guidelines:
 - Place the bevnap in front of each guest as he/she orders with the logo facing the guest.
 - Put the drink down close to the guest and onto the center of the bevnap.
 - Avoid letting bevnaps clutter the bar/service area.
 - Do not use bevnaps when serving beer or wine.

Food Service

- Always offer guests complimentary snacks.
- Promote the bar menu.
- Take the food order and place flatware and appropriate condiments in front of guests.
- Always offer a food napkin with all food service.
- Serve food when ready and continue beverage service.

Closing Hours—Guest Relations

It is the responsibility of the Bartender to discontinue the service of all beverages at the time specified in accordance with applicable liquor laws. Bartenders are responsible for ensuring that drinks and glasses are removed from the bar and that Servers have removed drinks and glasses from the tables by the hour prescribed.

Servers shall notify the guest of closing time at least one half hour in advance, taking an order and serving the last drink at this time. At least 10 minutes before the required time to pick up the drinks, guests again shall be notified that their drinks must be removed. This action will prevent arguments and bad guest relations. Servers shall observe the following guidelines from the moment last call is announced until the bar closes:

- Approach all guests in their section and notify them tactfully that last call has been announced.
- Advise guests of the exact amount of time remaining to order cocktails, and the amount of time remaining before all cocktails must be finished.
- Always know the time, and continue to remind guests of the time remaining for them to finish their cocktails, keeping in mind those guests who took advantage of last call or who had full beverages at the moment of last call.
- Always use diplomacy and tact when removing glasses from the bars and tables of guests.
- Immediately inform the Manager of any guest who may become a problem.

Note: The atmosphere of a bar should be maintained at closing hour. Lights shall not be turned up until the last guest has departed.



Setting up your Bar

Mise en Place – Everything in its place

Before every shift make sure that you have **everything** you could possibly need on hand.

Each bar should be set up in a standard way. The manager and team responsible for each particular bar would determine this. If you are right handed you may prefer to work on one side of the work area and have your blender on your right etc...

Make sure the products closest to you are the products you are going to use most.

The following items should all be readily available prior to the beginning of service:

1. Salt & Pepper
2. Tobasco
3. Perin sauce
4. Sugar (brown and white)
5. Salt
6. Celery heart & other garnishes
7. Matches
8. Napkins
9. Tooth picks
10. Straws
11. Coasters

All bottled produce such as beers and mineral waters should be fully **restocked** prior to each shift and stock-levels maintained throughout the shift.

A **cloth** should be placed in the bottom of all **speed-racks** and changed after each shift. This will avoid unnecessary breakages and noise.

Ensure ice well is clean **before ice is filled**. **In case of insects, chemicals etc**

Glassware

Ensure sufficient glassware **is clean** and in place for the shift

Each bar should work out a **par-level** for each glass type required. These then are the only glasses that you will need at your bar. Save space.



Never use a glass as an ice-scoop.

All commonly used ingredients and bottles should be kept close at hand rather than behind you on display. This will ensure **faster service**.

Kitchen must be informed to **keep celery trees** for bloody Mary garnish.

When **using speed-pourer**, ensure you hold this and the bottle around the neck, in case speed-pourer comes loose.

Keep spirits in order as to ingredients used in popular drinks.

(Reduces confusion as to what ingredients have already been used + faster)

When **using pestle** to crush fruit etc, ensure that index finger and thumb are used as a protective barrier against the glass, to protect glass from being broken by pestle.

If caipirinha becomes popular drink, ensure that plenty of limes are pre-cut and that some lime and sugar mixes are pre-crushed. This goes with any other popular drink that could be pre-prepared to provide a faster service.

Chefs will make up sweetened **coconut mixture**. **500grams sugar to three tins of coconut milk (770ml)**. Once made, coconut milk should be allowed to cool, be placed into empty Souza tequila bottles and then placed in the fridge, **with the bottle lids on**. This product when refrigerated is expected to last up to five days.

Honey should be stored in a squeeze bottle at the bar. Breakfast honey jars must not be used. These are very expensive.

Look at high selling **wines**, these should be pre-opened according to expected selling. A vacuum seal must be used.



Things to do in the bar when it's quiet

1. Make sure cream guns are full and fresh
2. Stock milk fridges and check use by dates
3. Minimum milk levels
 - 3 full cream
 - 2 trim
 - 2 skim
 - 1 soy
 - 1 cream
 - 1 espresso coffee (for iced coffees)
4. Refill topping containers in dispense (clean out before refilling, nozzles too!)
5. Refill sauces, side-plates, spoons and sugars
6. Refill coffee grinders
7. Refill all juice bottles and rotate, check date on all juices
8. Make sure there is enough sugar syrup, mango puree, passion fruit pulp and coconut cream mix
9. Cut garnishes, (not too much lime as it looks poor after only a few hours)
10. Refill red / white wine fridges
11. Straighten displays
12. Straighten cool room. All excess beers on trays provided. Any cartons which are one 6pak remaining remove the 6pak and throw carton away.
13. Always stock from the trays first, not cartons.
14. Put things back where they belong
15. Polish and restock glasses. Clean glass racks above bar, removing all dust etc.
16. If you notice that the bar is low on any of the glassware used call stewarding and have them deliver the required items.
17. Restock spirits



18. Post dockets

19. Date and vacuum all open wines.

Bar Opening Procedures

1. Check out the bar keys from Security immediately before reporting to the bar. **Do not** take the keys to the locker room or the associates' cafeteria.
2. Report to bar area and clock in. Make a quick visual inspection of the bar area; note any damage or discrepancies in equipment.
3. Unlock the storage area to remove empty liquor bottles. Do not unlock any other cabinets or coolers at this time. Re-lock the storage area.
4. Return empty liquor bottles to the Storeroom and check them against the liquor requisition with the Storeroom Associate.
5. Double-check the complete beverage order against the requisitions. Sign for all items as received. Deliver beverage supplies to the bar. **Do not** leave supplies unattended at any time.
6. Unlock the liquor and wine storage areas. Stock all liquor, beer, and wine first; stock mixers and condiments last. After stocking, check all stock items to ensure proper par count.
7. Re-lock all cabinets and coolers.
8. Check syrup and CO₂ tanks on the post-mix system; check beer kegs.
9. Report to the vault area to pick up the house bank.
10. Return to the bar and unlock all locks.
11. Prepare all garnishes, fruits, perishables, and juices to cover the expected business for that day. Check for an adequate stock of supplies (e.g., matches, napkins, stir sticks).
12. Restock glassware as needed. Fill ice bins.
13. Turn on the glass washer per the operating instructions. Check temperatures and the level of detergent and sanitizer.
14. Open the appropriate Server number on the POS terminal.
15. Make one last inspection to insure that all items are prepared and the bar is spotlessly clean.



Bar Closing Procedures

1. Break down the liquor wells and wipe them thoroughly.
2. Remove all spirit pourers, soak in a bucket of warm water, then return to bottle.
3. Same for fruit juice pourers but **don't replace the pourer**, use the bottle cap instead. This will help prevent oxidation.
4. Ensure all **garnishes** are returned to a sealed environment.
5. Fruit cocktail that is left over should be kept in a sealed container to prevent **oxidization**.
6. Blenders, shakers, spirit and liquor bottles etc should all be **washed** with a cloth, detergent and hot water to kill any bacteria.
7. **Beer lines** should be flushed after every shift.
8. Wash and organize all glassware. Neatly arrange shelves, etc.
9. Strip the bar of all ashtrays, matches, etc., and wipe it clean. Wipe all counter tops, stainless steel.
10. Clean and wipe the sinks and equipment. Turn off all electrical appliances.
11. Change the water in the glass washer and thoroughly clean per operating instructions.
12. Make sure that the garbage is taken away from the bar area.
13. Cover and refrigerate all perishable products. Olives, cherries, and onions are stored in their own respective juices. Containers holding prepared garnishes (e.g., lemon twists, cut limes, flags) are covered with a wet cloth before being placed in the refrigerator.
14. Restock all beers and wines in coolers, as needed.
15. Box and save empty liquor bottles as accumulated.
16. Complete the liquor, wine, and mixer requisitions according to empty bottles, wine tags, and par stock. Place requisitions and tags in an envelope.
17. Place floor mats in a stack in front of the bar. Floor mats are to be stacked outside the bar and the floor mopped (by a Steward).
18. Prepare the cash drop per instructions from Accounting.
19. Lock all cabinets, doors, gates, etc. Make sure empty bottles are in a secured location.
20. Turn in the house bank and make the cash drop per instructions from Accounting.
21. Turn the bar keys and requisition envelope in to Security **before** going to the locker room.

Close-down checklist

1. Restock the fridges (beers, juice, mineral water, wines etc.)
2. Restock all glasses
3. Clean shelves and wipe down bar
4. Empty water container and place in bar
5. Take out rubbish and empty bottles
6. Cutting boards, utensils, drip tray washed and replaced
7. Take taps off draught beer and place in a jug of soda water to soak overnight (weekly)
8. Turn temprites off
9. Post all checks
10. Count cash, leaving a Rp. _____ float
11. Place float into plastic bags then into canvas bag
12. Make sure all transfers are done and put into the cashier box
13. All spoilage/spillage should be recorded in the transfer book
14. Make sure everything is clean and tidy
15. Pull down shutters and lock
16. Turn lights off
17. Clean the coffee machine
18. Restock glasses (also polish), coffee cups and saucers for the breakfast crew
19. Refill juice containers
20. Restock the milk fridge
21. Place a cake requisition
22. Take mats out back, sweep and mop the floor
23. Lock all fridges
24. Pull down roller doors and lock
25. Take the cakes out of the cabinet and place in the fridge out on the loading dock - lock this fridge
26. Ensure the periodic cleaning has been completed for the day
27. Place beverage requisition on Sunday and Thursday
28. Turn lights off
29. Ensure the bar tables are clean and well presented according to the floor plan
30. Give keys to IRD person



Shift One Opening

1. Collect keys from security upon arrival to work, ensuring that these are signed out correctly
2. Collect the floats from the safe room at Front Office
3. Count the breakfast and bar floats ensuring that they are correct before the shift begins. Make sure the floats used for the morning and lunch shifts are Shift 1 the red bags
4. Take the two Shift 2 floats (they are green), one is for Bruschetta Bar Shift 2 (night) and one is for Restaurant Shift 2 (night) and give to a manager to put in the Bruschetta safe. These will be collected by the night staff when they begin.
5. Unlock shutters [12 keys] & remove posts.
6. Ensure crowd curtains are closed.
7. Wipe down all tables & chairs.
8. Menu's, salt & peppers & table numbers onto tables.
9. Place bar mats in bar.
10. Bin liners in all 3 bins.
11. Ensure cereals, bowls & spoons are in place next to coffee machine.
12. Place jams, butters & cutlery on bar, net to beer taps.
13. Wipe out & restock milk fridge.
14. Top up coffee grinder.
15. Top up all teaspoons, sugars, [white, raw, & equal]
16. Ensure all coffee cups saucers, side plates, teapots & milk jugs are stocked.
17. Log on RIO.
18. Change soup of the day, & key service standard.
19. Restock beer fridge, glassware & alcohol.
20. Restock wine fridge [both white & red]
21. Polish & restock all glassware.
22. Wipe down cake fridge with a dry cloth & a little detergent.
23. Plate up cakes for display in cabinet, ensuring all cake labels are correct.
24. Cut fresh garnish for day's trade. Ensure there is plenty of back up in busy periods.
25. Make a cocktail mix for day's trade.
26. Organize change for both bar & café.

At 10am

Ensure bar sign is rewritten with the new cocktail of the day & on display.

Swap tills over (Café 1 into café terminal, Pots 1 into bar terminal)

Remove all breakfast set up, place bar mats on bar.

Glass ashtrays on all tables.

Shift One Closing

1. At approx 1400 start to cash off the Shift 1:
2. Cash off all outstanding dockets
3. Count the float
4. Fill out a remittance envelope (follow the cashiering manuals guidelines for cash up procedures)
5. Replace the morning float with the night float
6. Hand the cashed up float to a manager to put in the safe to be collected at night by the night time cashier upon the completion of their shift

Before the morning bar team departs they must complete all of the following:

1. Settle all dockets so the night staff start fresh
2. Balance the shift ready for the night team to begin
3. Restock the coffee machine including:
 - Cups
 - Saucers
 - Tea pots
 - Tea spoons
 - Side plates
 - Latte glasses
4. Short black glasses
5. Refilling hot chocolate powder if required
6. Cookies
7. Refill juice containers
8. Restock spirits/cordials etc
9. Restock beer and wine fridges
10. Restock milk fridge
11. Clean blender, nip pourers
12. Restock glasses
13. Restock cake fridge if required, ensuring that the stock is rotated
14. Ensure all bar tables plus black tables on the upper section of the square are clear and wiped
15. Handover to the night bar person



Shift Two Opening

Collect float from the manager (it is in the safe)
Count the float ensuring all is there before the shift begins
Receive handover from the day bar person
Check stock to see what is needed to be emergency requisitioned
Write out of stock items on the "out of stock" white board



Bar Periodic Cleaning List/Procedure

Monday:

Shelves and nip pourers:

Wipe down shelving with a damp soapy cloth removing any sugar residue from shelves (ie Cointreau/Midori). Wipe down all bottles. Soak nip pourers in hot soapy water. Rinse before replacing.

Bulk Heads:

As above. Wipe all shelving and bottles with a damp soapy cloth, removing all dust.

Ice Well:

Scrub well with —Buddy rinse well

Speed Rack:

Remove all bottles. Replace chux or other cloth. Wipe all bottles and soak nip pourers.

Tuesday:

Cake Fridge:

Remove shelving. Windex glass. Wipe bottom of fridge with a damp soapy cloth. Get into door grooves and remove all water and residue

Front and back wall:

Spray with Oasis. Scrub stained area with scourer. Rinse well.

Wednesday:

Bottom of all fridges:

Remove everything from fridge. Scrub area well with Buddy. Rinse. Wipe down bottom of bottles before replacing. Scrub any shelving inside fridge.

Thursday:

Cool room clean up:

Try to keep everything off the floor. Line up excess beers on trays within the cool room.



Restock white wine fridge and try to put excess wine in marked shelving.
Hose floor at night with steward hose.

Friday:

Clean under sink, glass rack shelving:

Remove all garbage: ie bottle caps, scrub floor and all shelving.

Clean under coffee area top and bottom shelf:

Remove all saucers/ side plates etc. wipe down entire shelf. Only replace necessary items.
Same for shelf below.

Saturday:

Clean the loading dock postmix area:

General tidy up of area.

Sunday:

Clean the beer lines

Gravity Chart

When making layered drinks, also known as a Pousse Cafe, you'll need to know which ingredients are heavier than the others. The technique is simple; the heaviest liquor is poured into the glass first, and the lighter ones are layered carefully on top with the lightest one on top.

This table lists some common liquors, along with their Specific Gravity that is the weight of the liquor relative to water. Higher values indicate a heavier liquor.

Name	Gravity	Color
Southern Comfort	0.97	
Tuaca	0.98	Amber
Water	1.00	White
Green Chartreuse	1.01	Green
Cointreau	1.04	White
Peach liqueur	1.04	Dark amber
Sloe gin	1.04	Deep red
Kummel	1.04	White
Peppermint schnapps	1.04	White
Benedictine	1.04	
Brandy	1.04	Amber
Midori melon liqueur	1.05	Green
Rock and Rye	1.05	Amber
Apricot brandy	1.06	Amber
Blackberry brandy	1.06	Dark red
Cherry brandy	1.06	Dark red
Peach brandy	1.06	Dark amber
Campari	1.06	Red
Yellow Chartreuse	1.06	Yellow
Drambuie	1.08	
Frangelico	1.08	
Orange Curacao	1.08	Orange
Triple sec	1.09	White
Tia maria	1.09	Brown
Apricot liqueur	1.09	Amber
Blackberry liqueur	1.10	Dark red
Amaretto	1.10	Light brown
Blue Curacao	1.11	Blue
Cherry liqueur	1.12	Dark red
Galliano	1.11	Golden yellow
Green Crème de Menthe	1.12	Green
White Crème de Menthe	1.12	White
Strawberry liqueur	1.12	Red
Parfait d'Amour	1.13	Violet
Coffee liqueur	1.14	Dark brown
Crème de Banane	1.14	Yellow
Dark Crème de Cacao	1.14	Brown
White Crème de Cacao	1.14	White
Kahlua	1.15	Dark brown
Crème de Almond	1.16	
Crème de Noyaux	1.17	Bright red



Anisette	1.17	White
Crème de Cassis	1.18	



Bar Measurements

Standard Bar Measurements (US)

1 part	=	any equal part
1 dash/splash	=	1/32 ounce
1 teaspoon (tsp)	=	1/8 ounce
1 tablespoon (tblsp)	=	3/8 ounce
1 pony	=	1 ounce
1 jigger/bar glass	=	1 1/2 ounces
1 shot (*)	=	1 1/2 ounces
1 snit	=	3 ounces
1 wineglass	=	4 ounces
1 split	=	6 ounces
1 cup	=	8 ounces
1 pint (pt)	=	16 ounces
1 quart (qt)	=	32 ounces
1 fifth	=	25.6 ounces (1/5 gallon)
1 gallon (gal)	=	128 ounces

Metric Conversions

1 fluid ounce (oz)	=	29.573 milliliters = appx. 3 centiliters (cl)
1 quart (qt)	=	9.4635 deciliters
1 gallon (gal)	=	3.7854 liters

1 milliliter (ml) = 1/30 ounce

1 centiliter (cl)	=	1/3 ounce
1 deciliter (dl)	=	3 1/2 ounces
1 liter (l)	=	34 ounces



Other Measurements

English

Metric

Fifth	=	4/5 Quart	=	1/5 Gal.	=	25.6 oz	=>	750 ml	=	25.5 oz
Pint (pt)	=	1/2 Quart	=			16.0 oz	=>	500 ml	=	17.0 oz
Half-Pint	=					8.0 oz	=>	200 ml	=	6.8 oz
Half-Gallon	=					64.0 oz	=>	1750 ml	=	59.7 oz
Quart	=					32.0 oz	=>	1000 ml	=	34.1 oz

Toasts Around The World

Language	Toast	Hawaiian	Hipahipa	Swedish	Skål
Afrikaans	Gesondheid	Hebrew	Le'chaim	Tagalog	Mabuhay
Albanian	Shëndeti tuaj	Hindi	Apki Lambi Umar	Thai	Chook-die / Sawasdi
Arabic	Fi sahitak	Holoee	Kam-poe	Turkish	Serefe
Armenian	Genatset	Hungarian	Egészségedre	Ukrainian	Na zdoorov'ya
Asturian	Gayola	Icelandic	Santanka nu / Skål	Welsh	Iechyd da
Austrian	Prost / Zum Wohl	Ido	Ye vua saneso	Yiddish	Lechaim
Azerbaijani	Afiyæt oslun	Irish Gaelic	Sláinte 1	Yugoslavian	Ziveo / Ziveli
Basque	Topa	Italian	Salute / Cin cin	Zulu	Oogy wawa
Belgian	Op uw gezondheid		Japanese		Kampai
Bengali	Joy		Korean		Konbe

Bosnian	Zivjeli	Latin	Sanitas bona / Bene tibi
Brazilian	Saude	Latvian	Prieka
Breton	Yec'hed mat	Lithuanian	I sveikata
Bulgarian	Nazdrave	Malaysian	Minum
Catalan	Salut	Mandarin	Gan bei
Chinese	Kong chien	Mexican	Salud
Cornish	Yeghes da	Moroccan	Saha wa'afiab
Creole	Salud	Norwegian	Skål
Croatian	Zivjeli / U zdravlje	Occitan	A la vòstra
Czech	Na zdraví	Pakistani	Sanda bashi
Danish	Skål	Philippine	Mabuhay
Dutch	Proost	Polish	Na zdrowie
Egyptian	Fee sihetak	Portuguese	Saúde
Esperanto	Sanon	Rumanian	Noroc
Estonian	Teie terviseks	Russian	Vashe zdorovie
Farsi	Ba'sal'a'ma'ti	Serbian	Zivjeli / U zdravlje
Finnish	Kippis	Sesotho	Nqa
French	À votre santé / Santé	Slovak	Na zdravie
Frisian	Tsjoch	Slovenian	Na zdravje
Galician	Chinchín / Saúde	Spanish	Salud

German	Prost	Swahili	Afya / Vifijo
Greek	Gia'sou		
Greenlandic	Kasugta		



History Of The Cocktail Shaker

Antecedents of the cocktail shaker can be traced to 7000 BC in South America where the jar gourd was valued for its use as a closed container. Ancient Egyptians in 3500 BC knew that adding spices to their grain fermentations before serving made them more palatable. A forerunner of the cocktail? Well, archaeologists have yet to find a hieroglyphic list of cocktail recipes inside the Great Pyramid of Cheops. But we do know in 1520 Cortez wrote to King Charles V of Spain from the New World of a certain drink made from cacao, served to Montezuma with much reverence, frothy and foaming from a golden cylinder.

By the late 1800s, the bartender's shaker as we know it today had become a standard tool of the trade, invented by an innkeeper when pouring a drink back and forth to mix. Finding that the smaller mouth of one container fit into another, he held the two together and shook "for a bit of a show."



At the turn of the century, New York City hotels were serving the English custom of 5 o'clock tea and it was a short leap to the 5 o'clock cocktail hour with shakers manufactured for home use looking very much like teapots.

In the 1920s martinis were served from sterling silver shakers by high society while the less affluent made do with glass or nickel-plated devices. The Great War was over and sacrifice was replaced by a euphoria marked by party-going and a frenzied quest for pleasure. The mixed drink and cocktail shaker was powered by Prohibition. People who had never tasted a cocktail before were knocking on speakeasy doors. The outlaw culture had a powerful pull. Flappers with one foot on the brass rail ordered their choice of drinks with names like Between the Sheets, Fox Trot, and Zanzibar, liberated more by this act and smoking in public than by their new voting rights.

The International Silver Company produced shakers in the form of the Boston Lighthouse and golf bags, as well as, traditional shapes. There were rooster- and penguin-shaped shakers, and from Germany zeppelin and aeroplane shakers. Many of these shapes were not entirely capricious. The rooster, or "cock of the walk," for example, had long served as a symbol for tavern signs. The penguin with its natural "tuxedo" symbolized the good life. The Graf Zeppelin had become the first commercial aircraft to cross the Atlantic - an 111-hour non-stop flight that captured the attention of the world.

Such ingenious designs were all the rage, cocktail shaker skills and drink rituals were as important in the Jazz Age lifestyle as the latest dance steps. Colorful cocktails with sweet mixes stretched out the supply of illicit alcohol and helped disguise the taste of homemade hooch. While gin, easier to duplicate than rye or scotch, became the drink of choice and the martini society's favorite.

But the real popularity explosion of cocktail shakers occurred after the repeal of Prohibition in 1933. Now they were featured frequently on the silver screen, shakers and accoutrements part of every movie set. Stars were constantly sipping cocktails when they weren't lighting each others' cigarettes, both de rigueur symbols of sophistication. Nick and Nora Charles, the delightfully sodden couple that poured their way through endless martinis in *The Thin Man* series, knew how to shake a drink with style, as did the tens of thousands of Americans who shook, swirled, and swilled cocktails by the shaker-full in the years following the repeal of Prohibition. Movie fans watched Fred and Ginger dance across the screen, cocktail glass in hand, and wanted their own symbol of the good life to shake themselves out of the Depression that gripped the country.

The Art Deco movie set aesthetic was perfect for the Depression-driven cocktail shaker. To meet popular demand, machine age factories, geared for mass production, began turning them out in droves. Fashioned from the high-tech materials of the day, chrome-plated stainless steel shakers with Bakelite trim replaced those of sterling silver and were advertised as "non-tarnishing, no



polishing needed." The great glass companies, such as Cambridge, Heisey, and Imperial, leaped into action. Stunning etched and silk-screened designs were created, often in brilliant hues of ruby or cobalt. Industrial design was at the height of popularity and superstar designers such as Russel Wright, Kem Weber, and Lurelle Guild created streamlined modern masterpieces, many in the shape of the new deity of architecture, the skyscraper. If there is a definitive classic it would have to be the sleek 1936 chrome-plated "Manhattan Skyscraper serving set" by master industrial designer Norman Bel Geddes, sought by collectors of today as the perfect mix of form and function.

By the end of the decade, shakers had become standard household objects, affordable to all. Every family had at least one shaker on the shelf. There were now cocktail shakers in the shape of bowling pins, dumbbells, town criers bells, and even in the shape of a lady's leg. The cocktail party had influenced fashion, furniture, and interior design. Coffee tables were now cocktail tables, and the little black dress, designed by Coco Chanel, went from fad to fashion, and is now an institution.

At the beginning of the 1940s, the Depression ended, but not in the way most had hoped. It ended on December 7, 1941. The golden era of the cocktail shaker was over, and America's involvement in World War II began. All metal went to the war effort. Companies that once made cocktail shakers, now made artillery shells. After the war, few thought of the shakers. We were in the atomic age, thinking of jet-propelled airplanes, a thing called television, and new cars with lots of chrome.

In the early 1950s, a brief renewal of interest in cocktail shakers occurred when new homes featuring finished basements, called "roc rooms," were equipped with bars. But the push-button age had taken the fun out of mixing drinks. Shakers came with battery-powered stirring devices. Worse yet, electric blenders became popular; drop in some ice, add the alcohol of your choice, a package of "redi-mix," flick a switch and.... Gone were the rites and rituals, the showmanship, the reward for effort. Small wonder, then, that these elegant stars of the 1930s were forced into retirement.

And there they sat - in attics and closets nationwide - waiting to be recalled to life. Over 50 years have passed now, and one can faintly hear the clink of ice cubes as shakers are, once again, a symbol of elegance.

Recipe section

Coffees

All coffees to be served with one white sugar and one raw sugar sachet

Name: Cappuccino

Ingredients: 1/3 espresso,
1/3 hot, steamed milk
1/3 hot, frothed milk

Method:

Dust the top with chocolate powder

Name: Flat white

Ingredients: Half a regular cup
Topped with hot milk

Method: Ensure hot milk is of a creamy consistency.



Name: **Caffe Latte' (cafe' au lait)**

Ingredients: 1/3 espresso
 2/3 hot milk

Method:
Topped with a delicate layer of frothed milk

Name: **Long Black**

Ingredients: 1 espresso

Name: **Machiato**

Ingredients: 1 short black

Name: Short black

Ingredients: 1 Short black

Name: Tea service

Items required:

Cold milk jug

Hot water jug

Tea pot with loose leaf tea

Tea strainer

Cup & saucer

Teaspoon

Wines / Ports / Fortified etc

Name: Red / White wine poured

Ingredients: 150ml white wine

Method:

Glass: Wine glass

Garnish: None



Name: Dessert wine

Ingredients: 100ml Dessert wine

Method:

Glass: Dessert wine glass

Garnish: None

Name: Port

Ingredients: 60ml Port

Method:

Glass: Port wine glass

Garnish: None



Name: Grappa

Ingredients: 60ml Grappa

Method:

Glass: Port wine glass

Garnish: None

Iced Coffee & Tea

Name: Iced coffee

Ingredients: 60ml iced espresso
Whipped cream
Milk
1 scoop vanilla ice cream

Method: Build

Glass: Soda

Garnish: Chocolate sprinkles

Name: Iced tea

Ingredients: 6 teaspoons of breakfast tea
500ml boiling water
sprig of mint
1/2 lemon
ice cubes

Method: Add water to tea, infuse 5-6 minutes. Fill a 1-litre jug to the top with ice cubes and pour brewed tea over the ice.

Glass: Soda glass

Garnish: Layer slices of lemon and ice cubes into glass and pour iced tea over it. Finish with a spring of mint. Syrup to be served on side.

Name: **Lemonade**

Ingredients: **for 1.5 litres**
 400ml fresh lemon juice
 3/4 cup sugar
 Mint leaves
 Ice water
 Ice cubes

Method: Fill 1.5 litre jug to the top with ice cubes. Pour fresh lemon juice over the top and stir. Fill jug with iced water.

Glass: **Soda Glass**

Garnish: Layer sliced lemon and ice cubes in tall glass. Pour lemonade over and garnish with mint leaves. Serve syrup on side.

Non Alcoholic Cocktails

Name: Coconut cooler

Ingredients: 60ml Coconut mix
150ml Pineapple juice
2 chunks fresh pineapple
10ml Sugar syrup

Method: Blend without ice, to mash pineapple, than add ice and a short blend

Glass: Footed Pilsner/Soda

Garnish: Pineapple wedge and cherry

Name: Strawberry blush

Ingredients: 5 fresh strawberries
60ml orange
60ml Pineapple juice
60ml fresh milk
dash of grenadine

Method: Blend, add ice and shot blend

Glass: Hurricane/Soda

Garnish: Strawberry lip

Name: Strawberry smoothy

Ingredients: 1 scoop ice cream
250ml milk
30ml honey
10 strawberries

Method: Blend

Glass: Soda

Garnish: Strawberries

Cocktails

Name: Cosmopolitan

Ingredients: 45ml vodka
15ml Cointreau or triple sec
45ml Cranberry juice
Squeeze 1/2 lime

Method: Shaken

Glass: Martini glass - chill first

Garnish: Lime wheel

Name: Daiquiri Peach

Ingredients: ½ fresh peach
30ml Bacardi
15ml Peach liqueur
15ml Cointreau

Method: Long blend

Glass: Daiquiri saucer

Garnish: Segment of peach

Name: Long island iced tea
Ingredients: 15ml Vodka
15ml Gin
15ml Bacardi
15ml Tequila
15ml Cointreau
15ml Lemon juice
Top with coke
Method: Build
Glass: Footed pilsner
Garnish: Slice of lemon, lime or orange

Name: Japanese slipper
Ingredients: 30ml Midori
30ml Cointreau
30ml Lemon juice

Method: Shake
Glass: Shaken/martin
Garnish: Lemon wheel

Name: Jo Jo Avery
Ingredients: 15ml Amaretto parfait
30ml Kahula
15ml Banana liqueur
1/2 fresh banana
45ml fresh cream
Method: Long blend
Glass: Parfait
Garnish: Choc sprinkle or Strawberry lip



Name: Honeycomb Crush

Ingredients: 30ml butter scotch
30ml Frangelico
Squeeze of caramel syrup
45ml fresh cream

Method: Long blend or shake

Glass: Champagne saucer

Garnish: Choc sprinkle or Strawberry lip

Name: Lemon ruski

Ingredients: Vodka

Method:

Glass: Hi-ball

Garnish: Serve with a slice of lemon or lime



Name: Liqueur on the rocks

Ingredients:

Method: If the drink is a garnished long drink (Gin and tonic) serve the Gin on the rocks with a lemon same as if it had a mixer with it

Glass:

Garnish: Cointreau – orange segment
Vodka – lemon or lime
Gin – lemon or lime

Name: Mai Tai

Ingredients: 30ml White rum
15ml Dark Jamaican rum
15ml Orange Curacao
30ml Pineapple juice
20ml Orange juice
Dash Orgeat syrup

Method: Build

Glass: Parfait

Garnish: Orange wedge

Name: Bruschetta Mocktail Tropical

Ingredients: Blend a mixture of fresh fruits and keep this in the fridge.
Upon request, blend 200ml of this with orange juice, ice and sugar syrup (optional)

Method: Blend

Glass: Soda

Garnish: Fruit

Name: Passion punch

Ingredients: 30ml Passionfruit
45ml gin
15ml triple sec or Cointreau
60ml Pineapple juice
20ml Lemon Juice
Dash sugar syrup
Squeeze 1/4 fresh lime

Method: Short blend

Glass: Footed pilsener

Garnish: Passionfruit or
Strawberry lip

Name: Frozen Margarita

Ingredients: 45ml Tequila
15ml Cointreau/Triple Sec
15ml Lemon juice
5ml Sugar syrup
5ml Lime cordial
2-3 Scoops of ice

Method: Long blend

Glass: Daiquiri saucer

Garnish: Lime wheel

Name: Splice

Ingredients: 30ml Midori
30ml Malibu
120ml pineapple juice
15ml Cream

Method: Shake ingredients with ice,
pour ice & liquid into glass,
float 60ml cream on top

Glass: Hurricane

Garnish: Pineapple wedge and leaf

Name: Frozen (Strawberry) daiquiri

Ingredients: 30ml White rum
15ml Cointreau
15ml appropriate fruit liqueur
30ml Lemon juice
15ml Sugar syrup
Fruit to choose from:
Strawberry, banana, mango,
pineapple, peach

Method: Long blend

Glass: Champagne saucer

Garnish: As per fruit

Name: Toblerone

Ingredients: 15ml Baileys
15ml Kahlua
15ml Chocolate liqueur
15ml Frangelico
Squeeze honey
45ml fresh cream

Method: Long blend

Glass: Champagne saucer

Garnish: Crushed nut sprinkle

Name: Caipirosca

Ingredients: 60ml Russian vodka
1/2 fresh lime
Dash of lemon
1 flat soup spoon mix sugar

Method:

Cut 1/2 lime into 6 pieces, use pestle to crush with sugar in old fashion glass. Add 1/2 crushed ice and ice cube to fill glass + vodka, shake with shaker and old-fashioned glass. Pour from shaker to glass and back again, (to mix sugar well). serve

Glass: DBL Old fashion

Garnish:

Name: Margarita

Ingredients: 45ml Tequila
15ml Triple sec
15ml Lemon juice
10ml Sugar syrup
5ml Lime cordial

Method: Classic or frozen

Glass: Shaken/DBL Martini glass
Frozen/Champagne saucer

Garnish: Salt rimmed glass
Lemon wheel garnish

Name: Pina colada

Ingredients: 60ml White rum
90ml Pineapple juice
60ml Coconut mix

Method: 2 short blend

Glass: Hurricane

Garnish: Pineapple wedge and leaf

Name: Bloody Mary

Ingredients: 45ml Vodka
Dash Perrin sauce
Dash Tabasco
Squeeze of fresh lemon
Salt & Pepper to taste
150ml tomato juice

Method: Build

Glass: Parfait

Garnish: Celery heart



Name: **Tequila Sunrise**

Ingredients: **45ml Tequila**
 150ml Orange Juice
 Dash Grenadine

Method: **Build**

Glass: **Highball**

Garnish: **Orange Slice**

Name: **Thriller**

Ingredients: **15ml Strawberry liqueur**
 15ml Galliano
 15ml Advocaat
 15ml Peach Schnapps
 4 big fresh strawberries

Method: **Long blend**

Glass: **Parfait**

Garnish: **Strawberry lip**

Name: Chee Chee

Ingredients: 45ml Vodka
15ml Triple sec
90ml Pineapple juice
60ml Coconut mix
Dash Grenadine

Method: 2 Short blend

Glass: Hurricane

Garnish: Pineapple wedge and leaf

Name: Rangoon Ruby

Ingredients: 45ml Vodka
60ml Cranberry juice
15ml Apricot brandy/Peach Schnapps
15ml Lemon juice
Squeeze fresh lime

Method: Shaken

Glass: Hurricane

Garnish: Strawberry lip, lime shell in drink
after shaking

Name: **Bruschetta Experience**

Ingredients: 45ml Vodka
 15ml Galliano
 60ml orange juice
 20ml Lemon juice
 Dash Passion fruit
 Dash sugar syrup
 Squeeze fresh lime

Method: **Shaken**

Glass: **Hurricane**

Garnish: **Orange and Lemon wheel**

Name: **Gin or Vodka Martini**

Ingredients: 10ml dry vermouth or guest's liking
 60ml Gin / Vodka

Method: **Stirred in cocktail shaker**

Glass: **Martini**

Garnish: **Olive (gin) / lemon twist (vodka)**



Name: Kir / Kir Royal

Ingredients: House white wine/house sparkling
15ml Crème de cassis

Method: Build

Glass: Wine/Champagne

Garnish: Strawberry lip

Name: Champagne Cocktail

Ingredients: Sparkling white wine
Angostura bitter on sugar cube
15ml Cointreau

Method: Build

Glass: Champagne

Garnish: Strawberry lip



Name: Golden Gay Time

Ingredients: 30ml Butter scotch schnapps
15ml Tia Maria
15ml Baileys
45ml Cream

Method: Blend

Glass: Champagne saucer

Garnish: Crushed nuts

Name: Bananarama

Ingredients: 15ml Kahlua
15ml Baileys
15ml Banana liqueur
1/2 Banana
45ml Cream

Method: Blend

Glass: Hurricane

Garnish: Banana wedge

Name: Black Russian

Ingredients: 30ml Vodka
15ml Kahlua
Top with coke (optional)

Method: Build

Glass: Old fashioned

Garnish: None

Name: White Russian

Ingredients: 30ml Vodka
15ml Kahlua
Cream / milk

Method: Build

Glass: Highball

Garnish: None



Name: Brandy Alexander

Ingredients: 30ml Brandy
30ml Crème de Cacao
30ml Cream

Method: Shaken

Glass: Martini

Garnish: Nutmeg cross

Name: Midori Splice

Ingredients: 30ml Midori
30ml Malibu
Glass to top Pineapple juice
Float Cream on top

Method: Build

Glass: Parfait

Garnish: Pineapple wedge and leaf

Name: Wet Spot

Ingredients: 30ml Midori
30ml Frangelico
30ml Apple juice

Method: Shake

Glass: Footed Pilsner

Garnish: Strawberry lip

Name: Mudslide

Ingredients: 15ml Kahlua
15ml Vodka
15ml Baileys
45ml Cream

Method: Shaken

Glass: Parfait

Garnish: Chocolate swirl in glass and
Chocolate flakes



Name: **Orgasm**

Ingredients: 30ml Cointreau
 30ml Baileys

Method: **Build**

Glass: **Brandy Baloon**

Garnish: **None**

Name: **Scotch / Whisky Sour**

Ingredients: 45ml Bourbon
 30ml Lemon juice
 15ml Sugar syrup
 15ml Egg white

Method: **Shaken**

Glass: **Martini**

Garnish: **Lemon wheel**



Name: **Barrier Reef**

Ingredients: 30ml Midori
 15ml Vodka
 15ml Banana liqueur
 60ml Pineapple juice
 1/2 Banana

Method: **Blend**

Glass: **Hurricane**

Garnish: **Pineapple wedge and leaf**

Name: **McKenzies Symphony (Signature)**

Ingredients: 30ml Bacardi
 15ml Grand marnier
 15ml Peach schnapps
 15ml Passion fruit pulp
 30ml Orange juice
 Squeeze 1/2 Lime

Method: **Shaken**

Glass: **Martini**

Garnish: **Lime wheel**



Name: Fishtales Signature

Ingredients: 45ml Amaretto
Squeeze whole fresh lime
Dash sugar syrup

Method: Shaken

Glass: Martini or
Old Fashion if on the rocks

Garnish: Lime shell

Name: Gimlet

Ingredients: 45ml Gin / Vodka
30ml Lime cordial

Method: Build

Glass: Martini straight up or
Old Fashion if on the rocks

Garnish: Lime slice



Name: Stinger

Ingredients: 45ml Brandy
15ml Crème de Menthe white

Method: Build

Glass: Old fashion - on the rocks

Garnish: None

Name: Rusty nail

Ingredients: 30ml Scotch
30ml Drambuie

Method: Build

Glass: Old fashion - on the rocks

Garnish: None

Name: Caipirumba

Ingredients: 1/4 Lime
4 small pieces of Orange
flat spoon of mixed sugar
15ml Orange Curacao
45ml Bacardi

Method: **Build** - Lime and sugar should be crushed together in the glass with a pestle, glass should then be filled with 1/2 crushed ice, 1/2 ice cubes and ingredients added. Shake with the old fashion glass and top of a Boston shaker.

Glass: Old fashion

Garnish:

Name: Cowboy

Ingredients: 20ml Butterscotch Schnapps
10ml Baileys

Method: Layer

Glass: Shot

Garnish: None



Name: Slippery nipple

Ingredients: 15ml Black Sambuca
15ml Galliano
float Baileys on top

Method: Build

Glass: Shot

Garnish: None

Name: B52

Ingredients: 1/3 Baileys
1/3 Kahlua
1/3 Grand Marnier

Method: Layered in this order

Glass: Shot glass

Garnish: None



Name: Kamakazee

Ingredients: 1/3 Midori
2/3 Cointreau
Dash of lime cordial

Method:

Glass: Shot glass

Garnish: 1 slice lime

Name: Black and Blue

Ingredients: 1/2 Opal Nara
1/2 Blue Curacao

Method: Build

Glass: Shot glass

Garnish: None

Bar Procedures

Stock Control

Effective stock control is essential for the monitoring of each bars expenses and income.

Item issues and transfers

It is the responsibility of the department issuing an item to record that issue. This is, if another department takes stock from you, you must document this.

How?

Use an Inventory Movement Form (IMF)

Leave the WHITE copies in the IMF book. These should be given to the cost auditor prior to the stock take. Ideally on a weekly basis.

Always check stock when it arrives from materials.

Does the delivery invoice match the actual items delivered?

The delivery invoice once checked should be kept in the designated location

Receiving Procedure

Receiving stock whether it be beverages or paper supplies is an integral part of bar operations. If items are incorrectly issued or charged the only backup is the receiving of stock. The following is the receiving procedure that must be adhered to in order to control shrinkage and minimise wastage.

1. Stock is ordered on the following days: Beverage – Thursday for delivery Friday
- Sunday for delivery Tuesday General Req (Stationery supplies) – Tuesday for delivery Wednesday Chips/Nuts – Sunday for delivery Wednesday
2. Therefore the receiving days are: - Tuesday – Wednesday – Friday
3. Upon receiving stock items the invoice must be checked off against the physical stock then filed in the bar requisition folder, (stored in the room service office). Any out of stock items must be highlighted and checked against back orders when they are delivered. Any discrepancies of stock ordered and not received must be past on to the manager on duty for investigation.



Stock Transfers

Any stock entering or leaving the department must be approved by one of the managers.

Procedure

1. Transfer book is kept in the managers office for reference this must be filled for all transfers
2. Enter the date, department —To and —From, fill in the items including the item numbers and quantities. This must be signed by a manager

File a copy of the green docket in the bar requisition folder under the appropriate date.

Stock Taking Procedure

When counting stock, **ALWAYS start in one corner** and work your way systematically around the bar storage areas. This will ensure no items are missed.

If you have already counted eg

Schweppes, Tonic Water, 300 ml 24

And you find another six bottles, you should record as such

Schweppes, Tonic Water, 300 ml $24 + 6 = 30$

If an item received can not be served to a guest eg. It has no label or the seal is broken, an IMF form should be completed transferring the item back to materials who will then send it back to the supplier.

All stocktakes are to be completed with two individuals, one person counting and one person writing down the items counted otherwise the stocktake can legally be classed as invalid. Stocktakes must have a manager involved in the process. Stocktakes should not be completed by the same people each month to avoid pilferage.

Finance namely the cost audit department will designate the stocktake day each month. Upon the completion of the stocktake which is to be done after service on the allocated day, Finance will audit certain items to ensure that the inventory has been counted correctly.



Par Level Beverage Stock

Note:

The below par levels are set at a level when more stock must be ordered, for example, once Domaine Chandon gets down to —2l bottles left then it is time to order more stock. The same principle applies to all other beverages on the list. These levels are designed only as a guide, during busier periods the demands on our stock will be greater and therefore some of the par levels below may not apply.

Wine Par Level

Champagne and Sparkling Wines

NV Yellowglen Pino Chardonnay, VIC	6
NV Domaine Chandon Brut, VIC	2
NV Veuve Cliquot Ponsardin Brut, Champagne, France	2
1996 Pirie Sparkling, Pipers Brook, TAS	2

Riesling

2000 Petaluma Clare Valley, SA	1
1999 Brands of Coonawarra, SA	2
2000 Knappstein, Clare Valley, SA	6
1999 Plantagenet, Mt Barker, WA	6
1999 Leeuwin Estate Art Series Margaret River, WA	6

Sauvignon Blanc

1999 Lillydale Vineyards, Yarra Valley, VIC	4
1999 Shinge Peak, Marlborough, NZ	4
1999 Spingwood Park Andrew Garrett, Adelaide Hills SA	4
1999 Brookland Valley Verse 1 Semillion/Sauvignon, Margaret River, WA	4
1999 Capel Vale CV Great Southern, WA	6

Chardonnay

1998 Marienberg Reserve, McLaren Vale, SA	6
1999 Orlando St Hilary, Padthaway, SA	6
1999 Tyrrells Old Winery, Hunter Valley, NSW	4
2000 Rosemount Estate, Hunter Valley, NSW	4
1999 Narrambla The Banjo, Hunter Valley, NSW	6
1998 McWilliams Barwang, Hill Tops NSW	4
1998 Yarra Burn Yarra Valley, VIC	6
1999 Jim Barry Unwooded, Clare Valley, SA	6

Other White Varieties

1999 Moondah Brook Verdelho, Swan River, WA	4
1999 Mildara Annies Lane, Semillon, Clare Valley, SA	4
Wine Of The Month	6
1999 Kingston Estate Voignier, SA	2
1999 Mad Fish Premium Dry White, Great Southern WA	4
2000 Mount Langi Ghiran, Pinot Grigio, VIC	2

Cabernet Sauvignon and Blends

1998 J J McWilliam Cabernet Sauvignon, NSW	6
1999 Wirra Wirra Church Block Cab/Shiraz/Merlot, Hunter Valley NSW	6
1998 Pepper Tree, Cabernet/Sauvignon/Merlot, Hunter Valley, NSW	6
1999 Tyrrells Old Winery, Hunter Valley, NSW	4
1999 DeBortoli, Cabernet/Shiraz/Merlot, Yarra Valley, VIC	6
1998 Starvedog Lane Cab Sav Adelaide Hills, SA	6
1998 Brookland Valley Verse 1 Cab Merlot Margaret River WA	4
1998 Wilderness Estate Cab, Merlot Hunter Valley, SA	

Shiraz

1998 Mitchell Peppertree, Clare Valley, SA	4
1999 Rosemount Estate Lower Hunter Valley, NSW	4
1998 Peter Lehmann The Barossa, Barossa Valley, SA	6
1997 Marienberg, McLaren Vale, SA	4

Other Red Varieties

1998 DeBortoli Windy Peak, Pinot Noir, Yarra Valley, VIC	4
1998 Plantagenet Pino Noir, Mount Barker WA	6
1999 Pipers Brook, Pinot Noir, Ninth Island, TAS	4

Italian Red Varieties

1997 Bollini Merlot	4
1998 Remole Chianti	4

Dessert Wines

DeBortoli Noble One	2
Tollana Riesling	2
Miranda Riesling	2

Beer Par Level

Premium Beers

Crown Lager	72
Corona	12
Cascade Premium	24
Hahn Premium	24
James Boags	24
James Squire Pilsner	6
James Squire Amber Ale	6
Red Back	6

Standard Beers

Carlton Cold	12
Hahn Ice	6
Eumundi Lager	6
Victoria Bitter	24



XXXX Bitter	24
XXXX Gold	24
Thirsty Dog	12
Tooheys Pils	6
Coopers Sparkling Ale	6
Carlton Midstrength	6

Light Beers

Cascade Light	12
Hahn Light	12
Fosters Light Ice	12

Imported Beers

Steinlager	6
Corona	6
Heineken	6
Stella Artois	6
Guinness	6
Peroni	6
Grolsh	6
Millers	6

Others

Par Level

Ready Mades

Stolli Lemon Rusky	6
Bacardi Breezer Orange	6
Bacardi Breezer Lemon	6
Scrumpy Jack Cider	6

Waters

Splitrock Sparkling	6
Splitrock Still	6
Hartz Orhard Peach	6
Blue Botol	6
San Pelligrino 250ml	12
San Pelligrino 1 Litre	26
San Pelligrino Panna 1 Litre	12
Cooroy Water small	12
Cooroy Water large	6

Mixers/Splits

Coke	12
Diet Coke	12
Lemonade	12
Tonic Water	6



Soda Water	6
Bitter Lemon	6
Ginger Ale	6
Juices	
Orange Juice large	4
Pineapple Juice large	4
Apple Juice large	2
Grapefruit Juice large	1
Tomato Juice large	2
Cranberry Juice large	2
Orange Juice small	12
Apple Juice small	12

Spirits **Par Level**

Premium

Southern Comfort	1
Jack Daniels	1
Jim Beam	1
Wild Turkey	1
Bundaberg OP	0
Absolute Vodka	1
Stolli Vodka	1
Jonny Wlaker Red	1
Jonny Walker Black	1
Canadian Club	1
Bombay Sapphire	1
Glenfiddich	1
Jamieson Irish	1
Chivas Regal	1

Standard / applies to stock in the wells

Smirnoff Vodka	3/2
Gordons Gin	3/2
Sauza Tequila	3/2
Bacardi Rum	3/2
Bundaberg Rum	3/2
Ballentines Scotch	3/2
Real McCoy Bourbon	3/2
Remy Brandy	2/2

Liqueurs

Kahlua	1
Baileys	1
Tia Maria	1

Cointreau	1
Frangelico	1
TQ Hot	0
Malibu	2
Passoa	0
Cinzano	1 of each
Ouzo	1
Opal Nera	1
Suntory Midori	2
Suntory Strawberry	1
Suntory Banana	1
Suntory Mango	1
Advocaat	0
Cherry Brandy	0
Triple Sec	1
Blue Curacao	1
Cassis	0
White Crème de Cacao	1
Brown Crème de Cacao	2
Crème de Menthe	0
Orange Curacao	0
Drambuie	1
Dom Benedictine	1
Grand Marnier	1
Pimms	1
Campari	1
Tanquery	1
Absolute Citron	1
Absolute Kurrant	0
Galliano White	Half
Galliano Black	Half
Galliano Red	Half
Galliano Green	Half
Galliano Yellow	Half
Galliano Blue	Half
Butterscotch Schnapps	1

Cognac

Remy Martin	Half
Martell	Half
Courvoisier	Half
Cles de Ducs	Half
Hennesy	Half

Port

Seppelt Tokay	1
Seppelt Musket	1
Seppelt Oroloso	0
Seppelt Fino	0
Galway Pipe	1
Grandfather	Half
McWilliams Centenary	Half
Debortoli	Half
Baileys Reserve	Half
Chateau Reynella	Half
Lauriston	Half



Requisition Procedure

1. Beverages:

From the main screen type off

Login: remote + enter

Password: telstar + enter

Type: 3 + enter

Requisition: CB + enter

Password: grange

Req code: enter

1. Dry goods
2. Dairy
3. Fruit and Veg
4. Beverage

Choose the appropriate line and press enter

Req: n + enter (for new)

Comment your name to identify who placed the order + enter

Date: next day + enter (or the next delivery day if it is not urgent)

Time required 9.30am

Scroll through the menu and select the items required, followed by the amount required. Eg. If you want to order three cartons of Crown larger, you would enter 72 (3x24 bottles =72).

When ordering, make sure you order to par levels. See par levels page.

When finished press 6 + enter

Do you want a print out = no

Ordering is now complete

1. Cakes:

From main screen type in off

Login: remote

Password: telstar



Type: 3

Requisition: WK

Password: cellar

Req code: enter

1. Dry stores
2. From commissary dairy
3. Pastry
4. 3 + enter

Req: n + enter (for new requisition)

Comment: your name to identify who placed the order + enter

Date: next day enter

Time requested: 9am

Scroll through the menu and select items, followed by the amount required. Eg. If you want to order a dozen strawberry tarts, you would enter 12. If you wanted a Carrot cake etc then these are only delivered per whole cake not per piece Eg. If you need 6 slices of Carrot cake you must order the entire cake so enter 1.0. The whole cakes are the pastry items that have ea (for each) next to their name.

When ordering, make sure you select items that are available from the Cakes and Pastry list, each fortnight this list is updated from Pastry.

Do you want a print out? Type no

Enter + off

Ordering is now complete

CAKES AND PASTRYS ARE TO BE STORED IN CAKE FRIDGE OUT THE BACK BETWEEN THE BEER FRIDGE AND THE FREEZER



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Item issues and transfers to Bar

It is the responsibility of the department issuing an item to record that issue. This is, if another department takes stock from you, you must document this.

The following is the procedure for inventory item transfers:

Use an Inventory Movement Form (IMF) these are kept in the bar or in the managers office. You will need to enter the —date, —department to and from, —document the items to be transferred including item numbers and quantities. This document must be signed by one of the managers

Leave the WHITE copies in the IMF book. These should be given to the cost auditor prior to the stock take. Ideally on a weekly basis. The green copies are to be filed in the Bruschetta Bar, Bar Requisition folder in date order

Always check stock when it arrives from materials.

Does the delivery invoice match the actual items delivered?

The delivery invoice once checked should go IMMEDIATELY into the invoice folder stored in the room service office area.

Any stock entering or leaving the department must be approved by one of the managers.



Transfer Log

MONTH:.....

Eg. Below is an example of how to fill this form out

NAME	DEPT.	ITEM TAKEN	QUANTITY	REASON
Glenn Peat	P/Bar	Tollana Riesling	4	Amenity

Stock take Procedure

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And you find another six bottles, you should record as such

Schweppes, Tonic Water, 300 ml $24 + 6 = 30$