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RQF LEVEL 4

FBOBS401 FOOD AND BEVERAGE OPERATIONS

Beverage Services



August 2024





BEVERAGE SERVICES





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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competence Base Education and Training

- **PPE:** Personal Protective Equipment
- **RQF:** Rwanda Qualification Framework
- RS: Rwandan Standard
- RTB: Rwanda TVET Board
- TVET: Technical and Vocational Education and Training

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to Beverage Services. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

Module Outcome:

Outcome 1: Prepare for service of beverages

Outcome 2: Apply beverage service sequence

Outcome 3: Carry out closing duties

LEARNING OUTCOME 1: PREPARE FOR SERVICE OF BEVERAGES



Outcome summary

This Outcome provides you with the knowledge, skills and attitudes required to **Serve beverages**. It covers the following: Maintenance of Bar ambience, Selection of bar tools, equipment and drinks, Description of non-alcoholic and alcoholic drinks and Preparation of bar stock for service.

Self-Assessment: Outcome 1

- 1. Referring to the Outcome illustrations above discuss the following:
 - a. What does the illustration show?
 - b. Based on the illustration, what topics do you think will be covered under this unit?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this Outcome.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Identify service tools					
and equipment					
Describe the types of bar.					
Differentiate the types of beverage					
Ensuring hygiene and customer safety.					

d. At the end of this Outcome, you will assess yourself again.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Providing friendly,					
attentive service.					
Take orders and					
respond to inquiries					
Knowing.proper					
etiquette.for.beverage					
service.					
Using.coffee machines,					
blenders,and					
other.beverage					
equipment safely.					
Ensuring.a.hygienic.an					
d.efficient service					
area.					
Processing payments					
accurately.and					
securely.					
Adhering to health					
and.safety protocols.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Providing.quality service in a fast- pacedenvironment.					



	Knowledge		Skills		Attitudes
•	Identify different types	•	Adapt service style to	•	Demonstrate
	of bars (e.g., sports bar,		the specific bar type		understanding of the bar's
	wine bar, and cocktail		(casual vs. formal)		atmosphere and clientele
	bar).				
•	Explain the focus and	٠	Recommend drinks	•	Maintain a professional
	typical. beverages		based on the bar's		demeanor regardless of
	offered by different bar		specialty and		the bar environment
	types		customer preferences		
•	Recognize the potential	•	Handle different	•	Be adaptable and willing
	challenges associated		customer personalities		to learn new things
	with different bar types		and requests		specific to the bar
	(e.g., high volume in a		effectively		
	sports bar)				
•	Explain the importance	•	Maintain a clean and	•	Present a professional
	of personal hygiene and		well-groomed		image that reflects
	presentation in a		appearance (hair,		positively on the
	beverage service setting		nails, uniform)		establishment

	Knowledge		Skills		Attitudes
•	Identify appropriate	•	Dress according to the	•	Maintain a neat and tidy
	attire for different bar		bar's dress code or		uniform throughout the
	environments (e.g.,		established standards		shift.
	casual vs. formal).				
•	Explain the impact of	•	Practice active	•	Maintain a positive and
	positive body language		listening and clear		welcoming demeanor
	and communication on		communication skills.		with all guests.
	customer service.				
•	Identify different bar	•	Select the appropriate	•	Maintain a well-organized
	tools and equipment for		tools and equipment		bar setup for efficient
	various tasks (shakers,		for preparing specific		service
	jiggers, strainers,		drinks		
	openers				
•	Explain function and	•	Operate bar tools and	•	Care for bar tools and
	proper use of each bar		equipment safely and		equipment to ensure their
	tool and equipment		hygienically.		longevity.
•	Explain the importance	•	Troubleshoot issues	•	Maintain a proactive
	of using the correct		related to		approach to ensuring
	tools for optimal drink		malfunctioning		equipment readiness.
	quality and presentation		equipment or		
			incorrect tool		
			selection		
•	Identify different types	•	Categorize beverages	•	Demonstrate a curiosity
	of beverages (alcoholic		by type, origin, and		to learn about new and
	& non-alcoholic). (e.g.,		ingredients		emerging drinks
	beers by style, wines by				
	varietal				

	Knowledge		Skills		Attitudes
•	Differentiate the key	•	Recommend drinks	•	Be open-minded and
	characteristics of		based on customer		willing to learn about
	different beverage		preferences and		different customer tastes
	categories (e.g., flavor		dietary restrictions.		
	profiles, alcohol				
	content).				
•	Explain the basic	•	Identify drinks by sight	•	Maintain a professional
	brewing, distilling, or		based on color, clarity,		knowledge base to
	fermentation processes		and presentation		answer customer inquiries
	used to create different				confidently.
	beverages				
•	Explain proper stock	•	Conduct regular	•	Maintain a sense of
	control procedures		inventory checks and		responsibility for stock
	(inventory management,		maintain accurate		control
	ordering)		stock levels		
•	Identify signs of spoilage	•	Rotate stock to ensure	•	Be proactive in minimizing
	or damage in different		older products are		stock waste
	beverage types		used first (FIFO - First		
			In, First Out).		
•	Explain the importance	•	Organize the bar stock	•	Develop a system for
	of proper stock		for easy access and		efficient restocking and
	organization for		retrieval.		stock management
	efficiency and cost				
	control				





Read the following scenario and answer the provided questions. You are working behind the bar at a lively wedding reception. The newly married couple has chosen a classic, elegant theme for the event. Guests are mingling and enjoying themselves in a spacious ballroom adorned with flowers and soft lighting.

- 1. What do you understand by the term bar?
- 2. Identify the most appropriate type of bar service for a wedding reception, considering the setting and formality of the event.
- *3.* What are some essential bar tools you would recommend for efficiently mixing and serving a variety of cocktails?
- 4. To cater to a diverse range of guests' tastes, what suggestions do you have for a wellrounded selection of non-alcoholic beverages?
- 5. To ensure a smooth flow of service during the reception, how would you recommend chilling and storing the different beverages for optimal access?
- *6.* For an elegant presentation, are there any specific ways you would like the drinks to be garnished or displayed on the bar?

Topic 1.1: Maintenance of Bar ambience





Read the scenario below and answer the provided questions.

You have just been hired as a bartender at a new establishment. The bar owner emphasizes creating a welcoming and enjoyable atmosphere for customers. However, upon arrival, you notice several aspects that could be improved to enhance the bar's ambience.

- 1. What are the types of bar do you know? How can you differentiate them?
- 2. Taking into account the current bar setup, what aspects of the ambience do you think could be enhanced to create an even more inviting and comfortable atmosphere for guests?
- 3. How do you think the bartenders should present themselves in terms of attire and overall demeanor?

Key fact 1.1a: Maintenance of Bar ambience

A bar, in the context of beverage service, is an establishment that primarily serves alcoholic drinks, although some may also offer non-alcoholic options and food. Bars come in a wide variety, each catering to a specific clientele or atmosphere.

- Types of bar
 - ✓ Full-Service Bar:
 - Description: Offers a wide range of alcoholic beverages, including beers, wines, spirits, and cocktails. They typically have a knowledgeable staff who can mix drinks to order and offer recommendations.

Ambiance: Can vary depending on the location, but often caters to a diverse crowd seeking a variety of drinks and potentially live music or entertainment.

✓ Pub:

- Description: A traditional British-style bar known for its focus on beer and pub fare (e.g., fish and chips). Pubs often have a warm and inviting atmosphere, encouraging socialization and conversation.
- Ambiance: Casual and friendly, with a focus on community gatherings and supporting local breweries.

✓ Wine Bar:

- Description: Specializes in wines, offering a curated selection from various regions and varietals. May offer light food options that complement the wines.
- 4 Ambiance: Often sophisticated and intimate, designed for appreciating fine wines.

✓ Cocktail Bar:

Description: Focuses on expertly crafted cocktails, using high-quality ingredients and innovative techniques. Often features a signature cocktail menu and skilled bartenders.

4 Ambiance: Trendy and stylish, with a focus on unique and well-made drinks.

✓ Sports Bar:

Description: Caters to sports fans, offering large screen TVs to watch games and a menu with typical bar food like wings and nachos. May have themed décor and special promotions during sporting events.

Ambiance: Energetic and casual, a place to gather and cheer on your favorite team.

✓ Dive Bar:

- Description: A no-frills establishment with a focus on affordability and a relaxed atmosphere. May offer a limited selection of drinks and a simple food menu.
- Ambiance: Unpretentious and welcoming, known for its local regulars and laidback vibe.

✓ Theme Bar:

- Description: Built around a specific theme, such as a historical era, movie genre, or music style. Decor, drinks, and sometimes even staff attire reflect the chosen theme.
- Ambiance: Fun and immersive, offering a unique experience tailored to the theme.

✓ Nightclub:

- Description: Primarily a place for dancing and socializing, offering a limited selection of drinks (often at higher prices) and loud music played by DJs. May have specific age restrictions and dress codes.
- Ambiance: High-energy and exciting, catering to a late-night crowd who want to dance and have fun.

Bar personnel attitudes and grooming

Bar personnel are the face of the establishment, responsible for creating a welcoming and enjoyable experience for guests.

✓ Key attitudes and grooming aspects for bar staff:

Attitudes:

- Positive and Approachable: Maintain a friendly and welcoming demeanor to put guests at ease.
- **Professional and Attentive:** Be attentive to customer needs, listen actively, and communicate clearly.
- Patient and Understanding: Handle difficult situations calmly and professionally.
- **Teamwork:** Collaborate effectively with colleagues to ensure smooth service.

Grooming: Clean and Well-Groomed: Maintain a neat and tidy appearance with clean hair, nails, and a properly-fitting uniform. Appropriate Attire: Dress according to the bar's dress code, whether casual, formal, or themed. Hygiene: Practice good personal hygiene (bathing, deodorant, etc.) to ensure a pleasant environment for all. Minimal Jewelry: Avoid excessive jewelry that could pose a safety risk or interfere with tasks.

Activity 2: Guided Practice



Read the following scenario and answer the questions provided

It's a Friday night at The Grand, a popular hotel bar known for its lively atmosphere and delicious cocktails. You are the bartender on duty, and the place is buzzing with customers. The staff is working hard to keep up with orders, but everyone is maintaining a positive and professional demeanor.

- 1. The Grand seems to cater to a diverse crowd. What types of bars do you think are most relevant to consider when setting up their beverage service?
- 2. The scenario describes a positive and professional atmosphere. How can the bar staff's attitudes and grooming contribute to this kind of environment?
- 3. The Grand is busy, so an efficient layout is crucial. What are the key bar parts do you think are most important for smooth beverage service during a rush?
- 4. While not directly mentioned, the scenario suggests a lively atmosphere. How can the bar's background be used to enhance the guest experience?
- 5. What is the ideal bar layout for smooth drink service and happy customers?
- 6. Imagine you're setting up a new home bar. What are 3 essential parts of the bar itself to make it functional and inviting?

Key fact 1.1b: Bar layout

• Front Bar parts

- Front Bar: This is the customer area where patrons interact with the bartender. It usually includes:
- Bar Top: The main surface where drinks are prepared and served. It can be made from various materials like wood, metal, or granite.
- Bar Rail: A footrest or a small railing attached to the front of the bar top for customer comfort and support.
- Bar Front: The vertical section separating the front bar from the back bar, sometimes featuring display shelves or branding.
- **Back Bar:** Located behind the front bar, it serves as the storage and display area for the bartender. It commonly includes:
 - Shelving: Provides storage space for bottles of liquor, syrups, mixers, and other bar supplies.
 - ✓ Speed Rail: A section with easy-to-reach dispensers for frequently used liquors for faster drink preparation.
 - ✓ **Display Area:** May showcase premium liquors, glassware, or decorative elements.
 - Underbars: The area beneath the front and back bar, hidden from customer view. It
 houses essential equipment for efficient service:
 - ✓ **Sinks:** For cleaning glasses, washing utensils, and disposing of waste.
 - ✓ Ice Bins: To store and dispense ice for drinks.
 - ✓ **Refrigerators:** To keep perishable ingredients and beverages chilled.
 - ✓ Keg Coolers & Lines: For dispensing draft beers and ciders (if applicable).
 - ✓ Storage: Additional storage space for bar supplies, glassware, and cleaning equipment.
- **Bar display:** A bar display serves a dual purpose: visual appeal and information.
 - ✓ Visually:
 - Back bar: Arrangement of bottles, glassware, and decorations to showcase premium liquors, signature cocktails, and create an inviting atmosphere.

- Underbars (optional): Illuminated displays for specific bottles or glassware to promote featured drinks or enhance aesthetics.
- Point-of-sale: Small displays near cash registers highlighting special offers, seasonal drinks, or upcoming events.

✓ Informationally:

- Drink menu: Physical or digital listing of available beverages with descriptions, prices, and potentially images.
- Blackboards/chalkboards: Advertise daily specials, happy hour deals, or new cocktails.
- Digital signage: Screens showcasing drink options, promotions, or educational content about liquors or cocktails.
- ✓ Overall, bar displays aim to:
 - Attract customers with enticing visuals.
 - Enhance the bar's ambiance.
 - Clearly communicate drink options and pricing.
 - Promote specific offerings.

Bar background

- ✓ **The Physical Backdrop:** This is what you see behind the bar, including:
 - **Walls:** Paint, exposed brick, or murals that set the mood.
 - **4** Shelving: Open shelves to showcase bottles or closed shelves for storage.
 - Mirrors: To create space and reflect light.
 - Lighting: Warm for cozy or bright for a social vibe.
- ✓ **The Overall Ambiance:** This is the feeling you get in the bar, influenced by:
 - Decor: Elegant, casual, or themed.
 - Music: Upbeat, chill, or themed.
 - Layout: Open and social or intimate and private.

The goal is to create the desired atmosphere, enhance the visual appeal, and complement the drinks and service.





Read the following scenario and perform the task provided

It's Friday night at "The Tipsy Toucan," a popular bar known for its lively atmosphere and delicious cocktails. You are the lead bartender on duty; with a team of two bartenders and a bar back supporting you. The bar is packed with patrons, all eager to unwind after a long week. The music is upbeat, there's a friendly buzz in the air, and orders are flying in thick and fast. You need to ensure a smooth operation while maintaining the bar's inviting ambience.

- The Tipsy Toucan" aims for a welcoming atmosphere that caters to a wide range of people.
 What kind of bar layout and drink selection do you think would best match this goal?
- 2. Currently, it's challenging for customers to see the drink options at the bar. How can you improve the visibility of the available beverages to enhance the customer experience?
- 3. Which part of the bar would be the most suitable to relocate the preparation area for the drink to improve service speed?
- 4. The current bar setup has limited space for displaying high-end liquors. How can you redesign the bar display to showcase these premium bottles while maintaining easy access for bartenders?

Topic 1.2: Selection of bar Tools and equipment





Read the following scenario and answer the questions provided

You have just been hired as a bartender at a new establishment! They are impressed with your passion for beverages and want you to help them set up their bar from scratch. They have allocated a budget for equipment and have a general idea of the drinks they want to offer, to do so; they need your expertise to ensure everything is in order.

- 1. When stirring cocktails, what factors determine the best tool to use, such as the length of the handle or the material?
- 2. What are the tools or supplies, which are crucial for a well-equipped bar to create a variety of drinks?
- 3. For both practicality and aesthetics, what types of napkins and specialized cutlery would you recommend for a bar setting?

Key Facts: 1.2a: Selection of bar Tools and equipment

• Bar Equipment

Beverage Service Equipment Categories:

✓ Furniture:

Provides seating and surfaces for customers to enjoy their beverages and food

Furniture	Description			
Bar Counter	The heart of the bar! This elevated surface provides a			
	workspace for preparing and serving drinks, with storage			
	space underneath for tools and equipment.			
Bar Stools	Comfortable seating for customers to enjoy their drinks.			
	Options include adjustable height stools for a customizable			
	experience or fixed height stools for a simpler setup.			

 Seating	Chairs (bar stools, high chairs, regular chairs), benches.		
Additional Seating	Depending on your bar's size and layout, you might also		
	consider high-top tables and chairs, booths, or even lounge		
	seating areas to cater to different customer preferences.		
Tables	Bar tables, high-top tables, regular dining tables, coffee		
	tables (for cafes).		
Display units	Shelves or cabinets to showcase beverages or pastries.		

✓ Electrical Equipment:

Electrical Equipment	Description					
Refrigerator	A must-have for keeping various beverages chilled,					
	including sodas, juices, bottled beers, and some wines.					
	Upright or under-counter models are available depending					
	on your space					
Ice Machine	Produces ice cubes for a variety of drinks. Freestanding or					
	built-in units are available, ensuring a steady supply of ice					
	for busy periods. (Image: Image of Ice Machine					
Espresso Machine	If you plan to offer specialty coffee drinks, an espresso					
	machine is essential. This countertop appliance brews					
	espresso, the base for many coffee beverages like lattes,					
	cappuccinos, and maccshiatos. (Image: Image of Espresso					
	Machine					
Blenders	For frozen cocktails, milkshakes, and smoothies, a blender					
	is a valuable tool. Choose between countertop or high-					
	powered commercial blenders depending on your menu					
	and drink volume.					

✓ Additional Considerations:

- Display Cases: Showcase your beverage selection with refrigerated display cases to keep cold drinks appealing and readily accessible to customers.
- Sinks & Dishwashers: Having a dedicated handwashing station and a dishwasher is crucial for maintaining hygiene and ensuring efficient cleaning of barware and glasses.
- Point-of-Sale System (POS): A computerized system helps streamline ordering, payment processing, and inventory management.

✓ Tools

Definition: The term tools can refer to any implements used to carry out a task or job.

Tools	Description
Linens	Fabric items like tablecloths, napkins, and placemats
	that enhance the aesthetics of the table setting and
	provide a sanitary surface
Chinaware/Crockery	Plates, bowls, cups, and saucers made from ceramic or
	porcelain used for serving beverages and sometimes
	even hot food items
Glassware	Glasses designed for specific beverages to enhance the
	aroma and taste. Examples include wine glasses,
	champagne flutes, beer mugs, and highball glasses.
Cutlery	Knives, forks, and spoons used for consuming
	beverages and food items, if served together.
Hollow-ware	Bowls, platters, pitchers, and jugs used for serving large
	quantities of beverages or to hold multiple beverage
	servings
Flatware	implements with a flat handle used for stirring, mixing,
	or scooping. Examples include bar spoons, muddlers,
	and straws.
Openers	Tools used to open bottles and containers. Examples
	include corkscrews, bottle openers, and can openers.
Measuring tools	Tools used to measure precise amounts of ingredients
	in cocktails or other mixed drinks. Examples include
	jiggers, shot glasses, and bar spoons with measurement
	marking
Mixing tools	Used to combine and stir ingredients in cocktails.
	Examples include bar spoons and shakers.
Shakers	Containers with a tight-fitting lid used to shake cocktails
	with ice to create a smooth, chilled beverage.

- Bar Tools and Equipment Maintenance
 - ✓ Daily cleaning is key: Wash glassware, shakers, strainers, and other tools with hot, soapy water after each shift. Sanitize frequently for extra germ protection.
 - Don't forget the flatware: Scrub muddlers and bar spoons to remove residue, and air dry everything to prevent rust.
 - Linens and aprons need attention too: Wash linens regularly to maintain a fresh look and prevent stains.
 - Keep openers sharp: Replace dull corkscrews and ensure bottle openers function smoothly.
 - Calibrate measuring tools: Regularly check jiggers and shot glasses for accuracy to ensure consistent drink recipes.
 - Shakers need TLC: Disassemble shakers for thorough cleaning, and check gaskets for wear and tear.
 - ✓ Deep clean regularly: Schedule deeper cleans for equipment like ice bins and draft systems to remove built-up grime.
 - Cleanliness extends to surfaces: Wipe down counters, shelves, and drip trays daily to prevent spills and promote hygiene.
 - Sharpen knives and cutlery: Maintain a professional edge on knives for safety and a clean presentation.
 - Inspect equipment regularly: Check for leaks, cracks, or malfunctioning parts in all bar equipment and address them promptly





Read the following scenario and answer the questions provided

Imagine you are opening a new bar! You have chosen a fantastic location and now it is time to outfit the space for optimal beverage service. Use your knowledge of bar tools and equipment to answer the following questions: 1. Fill in the table below with three essential pieces of equipment and two essential furniture items needed for your bar.

Equipment	Furniture

- 2. Why is it important to consider the types of beverages you will be serving when selecting equipment and furniture?
- 3. From the list below, circle five essential tools every bartender needs:
 - a. Linen
 - b. Chinaware/crockery
 - c. Glassware
 - d. Cutlery
 - e. Hollow-ware
 - f. Flatware
 - g. Openers
 - h. Measuring tools
 - i. Mixing tools
 - j. Shakers
- 4. How can you ensure proper storage of bar tools and equipment to prevent damage or loss?

- 5. Imagine you have three categories (High, Medium, and Low) for prioritizing bar equipment purchases. Considering both functionality and budget, categorize the following items:
 - a. High-powered blender
 - b. Jiggers (for measuring)
 - c. Cocktail shakers
 - d. Ice scoops
 - e. High-quality glassware (martini glasses, coupe glasses)
 - f. Beer taps
 - g. Bar towels
 - h. Corkscrew

Key Facts 1.2 b: Bar Tool and Equipment Maintenance tips

- **Daily cleaning is key:** Wash glassware, shakers, strainers, and other tools with hot, soapy water after each shift. Sanitize frequently for extra germ protection.
- **Don't forget the flatware:** Scrub muddlers and bar spoons to remove residue, and air dry everything to prevent rust.
- Linens and aprons need attention too: Wash linens regularly to maintain a fresh look and prevent stains.
- Keep openers sharp: Replace dull corkscrews and ensure bottle openers function smoothly.
- **Calibrate measuring tools**: Regularly check jiggers and shot glasses for accuracy to ensure consistent drink recipes.
- Shakers need TLC: Disassemble shakers for thorough cleaning, and check gaskets for wear and tear.
- **Deep clean regularly:** Schedule deeper cleans for equipment like ice bins and draft systems to remove built-up grime.
- **Cleanliness extends to surfaces:** Wipe down counters, shelves, and drip trays daily to prevent spills and promote hygiene.

- Sharpen knives and cutlery: Maintain a professional edge on knives for safety and a clean presentation.
- **Inspect equipment regularly:** Check for leaks, cracks, or malfunctioning parts in all bar equipment and address them prompt.





Read the following statement, it is related to the selection of bar tools and equipment then; perform the tasks described down.

It's Friday night at The Oasis Bar, and you're a bartender getting slammed with orders! The place is packed, and thirsty patrons are eagerly awaiting their favorite drinks. You need to be efficient and professional to keep things running smoothly.

- 1. What are the essential equipment do you need behind the bar to handle a rush?
- 2. You accidentally chip a wine glass. What tool should you use to safely dispose of the broken glass?
- 3. Imagine you are creating a signature cocktail for the Bar. Differenciate the tools and equipment you would use to prepare and serve this unique drink.
- 4. You notice a build-up of lime scale on your bar spoons. What is the best way to clean them?

Topic 1.3: Identification of drinks





Read the following scenario and answer the questions provided

You are a server at a new restaurant, and a customer seeks your advice on drinks based on their preferences. Use your beverage knowledge to identify the perfect option!

- 1. Can you list some non-alcoholic beverages that might be refreshing for a customer who doesn't want alcohol?
- 2. What type of warm beverages do we offer on the menu that might be perfect for someone looking for a post-dinner treat?
- 3. Describe the flavors associated with beers and ciders. Do you think this would appeal to the customer's preference for hops and malt?
- 4. Outline the key features of "Spirits" on the menu. Explain how this category might match the customer's desire for a strong, single-distilled drink.
- 5. Differentiate between Liqueurs and other alcoholic drinks.

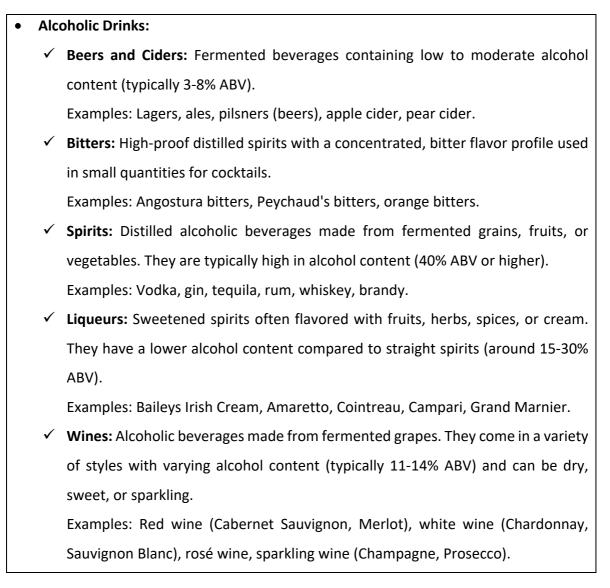
Key Facts 1.3: Identification of drinks

- Non-Alcoholic/Soft Drinks:
 - Hot Drinks: Beverages served warm or hot, intended to be consumed at a higher temperature.

Examples: Coffee, tea, hot chocolate, herbal infusions (like chamomile or ginger tea).

 Cold Drinks: Beverages served chilled or with ice, intended to be consumed at a lower temperature.

Examples: Soda (carbonated drinks like cola, sprite, or ginger ale), fruit juices, iced tea, lemonade, smoothies, milkshakes.



Activity 2: Guided Practice

Read the following scenario and answer the questions provided

It is a beautiful morning, and customers are lining up for their favorite coffee beverages. Use your beverage service knowledge to answer the following questions:

1. Fill in the table below by matching the following drinks with their corresponding categories (Non-alcoholic/Soft Drinks, Hot Drinks, Cold Drinks, Alcoholic Drinks)

Drinks	Category
Coffee (Latte)	
Orange Juice	
Beer	
Gin & Tonic	
Hot Chocolate	
Iced Tea	

- 3. A customer asks for something "bold and flavorful" to kickstart their day. What are two Hot drink options you could recommend from the scenario prompt?
- 4. Another customer wants a refreshing and sweet beverage. What are two COLD drink options (excluding coffee) you could suggest based on the scenario prompt?
- 5. Categorize the following beverage based on its ingredients and temperature:
 - a. Coffee
 - b. Cola,
 - c. Whiskey
 - d. Red wine
- 6. How can you describe the key characteristics that differentiate beers, wines, and spirits?
- 7. How do Liqueurs and Spirits differ in terms of their alcohol content and overall flavor profile?

Activity 3: Application



Read the following scenario and answer the questions provided

Imagine you're a bartender at a popular bar on a Friday night. It's a busy scene with customers ordering a variety of drinks. Use your beverage service knowledge to answer the following questions:

- 1. What are the beverages should you select for one day event.
- 2. A customer asks for something refreshing and non-alcoholic. They just finished a spicy meal. What are three COLD beverage options you could select?

3. A group of friends arrives and wants to share a bottle of wine. What factors should you consider when recommending a wine, considering their preferences are unknown?

Topic 1.4: Maintenance of bar stock





Read the following scenario and answer the questions provided

You are a bartender at "Cheers," a popular bar known for its wide selection of drinks and excellent service. Lately, customers have been complaining about running out of their favourite drinks, and there seems to be a lot of clutter behind the bar. Your manager has tasked you for improving the bar stock management system.

- 1. How can we establish a routine for taking a complete physical inventory of the bar stock to ensure accuracy and maintain control?
- 2. Besides brand popularity or price, what factors should we consider when rotating bar stock to ensure freshness and minimize waste?
- 3. For efficient service and customer visibility, how can we organize the liquor bottles behind the bar in a way that is both logical and easy to navigate?
- 4. High sales figures can sometimes explain discrepancies in stock levels, but under what circumstances might there be other reasons for variation?
- 5. When discrepancies occur between our inventory records and actual stock levels, what are some potential causes we should investigate?

Key Facts 1.4: Maintenance of bar stock

- Bar Stock Levels:
 - Regular Inventory: Conduct regular inventory checks (weekly or bi-weekly) to track current stock levels of all beverages, garnishes, and other bar supplies.
 - Par Levels: Establish par levels (minimum stock levels) for each item to ensure you never run out during peak hours.
 - Ordering Systems: Implement a system for timely reordering when stock reaches par levels to avoid stock outs.

• Stock Variations and Discrepancies:

- Identify Causes: Investigate reasons for stock discrepancies, such as breakage, spillage, over pouring, or theft.
- Variance Analysis: Regularly analyze inventory variations to identify trends and implement corrective actions.
- Training: Train staff on proper pouring techniques and responsible stock handling to minimize discrepancies.

• Stock Rotation:

- ✓ FIFO (First-In, First-Out): Follow the FIFO principle by using older stock before opening new ones. This prevents expired items and ensures freshness.
- Date Coding: Label your stock with purchase or expiration dates to facilitate proper rotation.
- Regular Checks: Regularly check expiration dates and rotate stock accordingly to minimize waste.

• Bar Arrangement Techniques:

- Categorization: Organize stock by category (spirits, beers, wines, soft drinks) for easier access and service speed.
- Popularity: Arrange high-volume items within easy reach for bartenders to improve efficiency.
- Accessibility: Ensure optimal space utilization and accessibility for all staff members behind the bar.
- Labeling: Clearly label shelves and containers to avoid confusion and identify contents quickly





Read the following scenario and answer the questions provided

You are the head bartender at a busy sports bar. Analyze the following situations and answer the questions to identify areas for improvement in maintaining your bar stock.

- During a particularly busy night, you run out of a popular beer just as a large group orders it. You scramble to find a substitute, causing delays and customer frustration. How can you improve your system to prevent running out of high-demand drinks during peak times?
- 2. At the end of the month, during stock inventory, you discover a significant discrepancy between the recorded stock and the actual amount present. What steps can be taken to minimize stock variations and discrepancies in the future?
- 3. You notice some expensive liquors towards the back of the bar are rarely ordered, leading to them expiring before being used. How can you implement a stock rotation strategy to prevent wastage and maximize the use of your inventory?





Read the following statement, it is related to the preparation of bar stock for service and then; perform the task provided:

It's Friday night at The Thirsty Pelican, a popular neighborhood bar. You're the bartender on duty, and the bar is buzzing with customers. You glance at the well and see your reserves of gin are running low. You also notice a bottle of premium bourbon towards the back of the shelf that seems to have gathered dust.

- 1. How many bottles of gin do you have remaining based on a quick visual inspection?
- 2. Considering the current customer flow, how long do you estimate your current gin stock will last?
- 3. Have you noticed any discrepancies between your physical stock count and the stock inventory system lately? If so, what steps would you take to investigate.
- 4. How can you minimize the chances of stock discrepancies occurring during a busy shift?
- 5. Identify the bottle of bourbon was not well sold. How would you ensure older stock like this is rotated out first?



- 1. Briefly describe two factors that contribute to a positive bar ambience for guests.
- 2. Categorize the following beverages:
 - a. Coffee: (Hot / Cold)
 - b. Gin & Tonic: (Alcoholic / Non-alcoholic)
 - c. Orange Juice: (Hot / Cold / Non-alcoholic)
 - d. Red Wine: (Alcoholic / Non-alcoholic)
- 3. Explain the importance of maintaining proper bar stock levels.
- 4. Describe two essential steps you would take to ensure a guest receives a high-quality beverage.
- 5. Analyze the following table, Column A present the drinks while colum B is their respective description, answer by matching Column A and B

Answer	Column A	Column B
1	1. Liqueurs	 A. Is Alcoholic beverages distilled from grains, fruits, or vegetables.
2	2. Wines	 B. is Fermented alcoholic beverages made from malt, hops, and water.
3	3. Spirits	C. Is Alcoholic beverages produced from fermented grapes
4	4. Beers	D. is Sweet, flavored alcoholic beverages often served after dinner

- 6. Imagine you are setting up a new coffee bar. Briefly outline three key considerations for selecting and arranging bar equipment for optimal workflow.
- 7. Explain two strategies you can use to minimize stock variations and discrepancies.
- 8. Describe two ways a bartender can create a positive and welcoming atmosphere for guests.



- **Professionalism is key:** Create a welcoming atmosphere through a clean bar, wellgroomed staff, and positive interactions.
- Equip yourself for success: Understand the different types of bar equipment, tools, and glassware used for optimal drink preparation and service.
- **Master the beverage menu:** Distinguish between various non-alcoholic and alcoholic drinks, including their characteristics and appropriate serving methods.
- **Maintain a well-oiled machine:** Practice proper stock control techniques to ensure you have the right ingredients, minimize waste, and optimize bar space

Self-Reflection

- Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes after covering this unit.
- There are no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- 3. Think about yourself:
 - a. Do you think you have the knowledge, skills or attitudes to do the task?
 - b. How well?
- 4. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
- 5. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Identify different bar types and their typical clientele.					
Practice proper bar setup and organization for efficient service.					
Maintain a professional and courteous demeanor towards guests.					
Understand the functions of various bar equipment, tools, and glassware.					
Select and utilize appropriate equipment for specific drinks and tasks.					

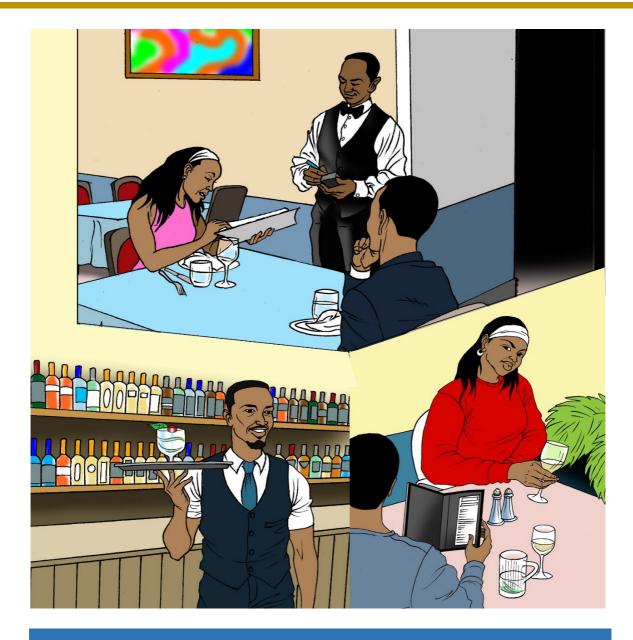
My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Maintain and clean bar tools and equipment for optimal performance and hygiene.					
Distinguish between different types of non- alcoholic and alcoholic beverages.					
Recommend drinks based on customer preferences and menu knowledge.					
Maintain awareness of current beverage trends and popular choices.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Understand the importance of proper stock control for profitability. Implement stock rotation techniques to prevent spoilage and waste					
Be proactive in maintaining accurate inventory levels to meet customer demand.					

6. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

LEARNING OUTCOME 2: APPLY BEVERAGE SERVICE SEQUENCE



Outcome summary

This Outcome provides you with the knowledge, skills and attitudes required to Apply beverage service sequence required to Serve beverages. It covers the Welcoming guests, taking beverage orders, providing specialized advices on matching food and beverages, providing specialized advices on matching food and beverages, Clearing and crumbing down bar counter, Handling billing and payments, Collecting guest feedback.

Self-Assessment: Outcome2

- 1. Referring to the unit illustrations above discuss the following:
- 2. What does the illustration show?
- 3. Based on the illustration, what topics do you think will be covered under this unit?
- 4. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

5. At the end of this Outcome, you will assess yourself again.	5.	At the end of this	Outcome, y	ou will assess	yourself again.
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My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Understand the					
importance of					
creating a warm					
and inviting					
atmosphere for					
guests.					
Greet guests with a					
smile, make eye					
contact, and use					

positive body			
language.			
Be enthusiastic,			
approachable, and			
professional.			
Understand the			
different types of			
beverages available			
and their			
characteristics			
Actively listen to			
guest preferences,			
suggest options			
based on their			
needs, and use			
proper order-			
taking techniques.			
Deservices			
Be patient,			
attentive, and			
demonstrate a			
genuine interest in			
fulfilling guest			
requests.			
Understand flavor			
profiles of food and			
beverages, and			
how to create			

complementary			
pairings.			
Analyze dishes and			
suggest beverages			
that enhance the			
overall dining			
experience.			
Be confident in			
making pairing			
recommendations			
and willing to			
explain the			
rationale behind			
them.			
Understand the			
importance of			
maintaining a clean			
and visually			
appealing bar area.			
Efficiently remove			
used glasses and			
empty bottles,			
clear spills			
promptly, and keep			
the bar surface			
clean and free of			
debris.			
Maintain a sense of			
organization and			
prioritize keeping			

the bar area tidy			
throughout the			
shift.			
Understand			
different payment			
methods accepted			
at the			
establishment and			
basic cash handling			
procedures.			
Accurately			
calculate bills,			
process payments			
quickly and			
efficiently, and			
provide clear			
receipts			
Be courteous and			
professional when			
handling guest			
payments, ensure			
accuracy, and offer			
a positive			
experience during			
checkout.			
Recognize the			
importance of			
guest feedback for			
improving service			
quality.			

Actively seek guest			
feedback in a polite			
and professional			
manner, learn to			
listen attentively to			
their comments			
and suggestions			
Be open to			
feedback,			
demonstrate a			
willingness to learn			
and enhance the			
guest experience			
based on their			
input.			

Knowledge	Skills	Attitudes
 Understand various greeting styles appropriate for different guest demographics and occasions. 	 Make eye contact, smile, and offer a warm greeting upon guest arrival. 	 Demonstrate genuine enthusiasm and hospitality toward all guests.
 Recognize nonverbal cues that indicate guest needs or preferences. 	 2. Guide guests to available seating or assist them with coat storage. 	 Be attentive and anticipate guest needs before they are expressed.
 Be familiar with the bar's layout and seating arrangements. 	 Project a positive and approachable demeanor that sets the tone for a pleasant experience. 	 Maintain a professional yet friendly and welcoming presence.
• Understand the different types of beverages offered on the menu	 Actively listen to guest requests and preferences. 	 Be patient and courteous when taking orders,

	Knowledge	Skills	Attitudes
	(alcoholic and non- alcoholic).		especially with indecisive guests.
•	Be familiar with the ingredients and preparation methods of popular cocktails and drinks.	 Offer recommendations and answer questions about the beverage menu confidently. 	 Remain professional in handling substitutions or special requests whenever possible.
•	Possess knowledge of proper glassware and serving temperatures for various beverages.	 Clearly communicate drink orders to the bartender and ensure accuracy. 	 Maintain a positive and helpful demeanor throughout the ordering process.
•	Understand the basic principles of food and beverage pairing (flavor profiles, textures, etc.).	 Ask guests about their food selections and dietary preferences. 	 Demonstrate a passion for food and beverage and the art of pairing them.
•	Be familiar with the menu's food offerings and their dominant flavors.	 Recommend beverages that complement chosen dishes and enhance the overall dining experience. 	 Be confident in offering recommendations while respecting guest preferences.
•	Possess knowledge of common beverage pairings suitable for different types of cuisine.	 Explain the rationale behind pairing suggestions in a clear and concise manner. 	 Maintain a genuine interest in enhancing guest satisfaction through pairing expertise.
•	Understand the importance of maintaining a clean and visually appealing bar area.	 Efficiently clear used glasses, plates, and napkins from the bar counter. 	 Be proactive in keeping the bar tidy and functional.
•	Be familiar with proper sanitation procedures for handling used glasses and utensils.	 Wipe down spills and crumbs quickly to avoid attracting insects or creating a cluttered environment. 	 Take pride in maintaining a professional and inviting bar environment.
•	Possess knowledge of safe waste disposal practices in a bar setting.	 Maintain a well- organized and sanitized bar space for 	 Understand how a clean and organized workspace contributes to a positive guest experience.

Knowledge	Skills	Attitudes
	efficient service and guest comfort.	
 Understand the different payment options accepted by the bar (cash, credit cards, etc.). Be familiar with the process of calculating bills and applying applicable taxes. 	 Prepare bills accurately and present them to guests in a timely manner. Process payments efficiently using cash registers or point-of- sale systems. 	 Maintain professionalism and accuracy when handling financial transactions. Be mindful of guest privacy and security when handling cash and credit cards.
 Possess knowledge of handling cash transactions securely and accurately. 	 Provide clear and courteous communication during the payment process. 	 Demonstrate an honest and trustworthy demeanor throughout the billing and payment process.
 Understand the importance of guest feedback for improving service and menu offerings. 	 Actively listen to guest feedback and address any immediate concerns politely. 	 Demonstrate a genuine interest in guest satisfaction and feedback.
 Be familiar with different techniques for soliciting feedback from guests (e.g., surveys, polite inquiries). 	 Ask thoughtful questions to gain detailed insights into guest experiences 	 Be receptive to both positive and negative feedback and use it to improve service.
 Possess knowledge of how to categorize and compile guest feedback for review. 	 Document guest feedback accurately and clearly for management review. 	 Maintain a professional and approachable demeanor when soliciting guest feedback.





Read the following scenario and answer the questions provided

You're working at a bustling restaurant known for its delicious food and friendly service. It's a Saturday night, and the restaurant is packed with families and groups enjoying a night out.

- 1. What are some ways you can greet guests arriving at the restaurant to create a positive first impression?
- 2. How can you differentiate your greeting between a large group and a single diner?
- 3. After greeting a table, how can you explain the menu and specials in an informative yet engaging way?
- 4. How can you identify any dietary restrictions or preferences a guest might have and ensure they have a comfortable dining experience?
- 5. What factors should you consider when deciding where to seat a guest, such as a family with young children or a couple on a date night?
- 6. If a guest requests a specific table that's unavailable, how can you politely explain the situation and offer them alternative options?

Topic 2.1: Welcoming guests





Read the following scenario and answer the questions provided

You've just started your new job as a server at a high-end restaurant. Tonight is particularly busy, and you've been assigned to a section with several large tables.

Task: Think about the different aspects of beverage service and answer the following questions to demonstrate how you would provide excellent service to your guests.

- 1. The first few moments of interaction with a guest are crucial. How can you ensure a warm and welcoming greeting when a new group arrives at your table?
- 2. After greeting the table, what are some ways you can learn about their beverage preferences to ensure a smooth ordering process?
- 3. The restaurant offers a wide selection of wines and cocktails. How can you demonstrate your knowledge of the beverage menu to effectively guide your guests' choices?
- 4. Sometimes, guests might have special requests or questions beyond the menu. How can you show your willingness to go the extra mile to fulfill their needs and ensure their satisfaction?
- 5. While seating your guests, what factors should you consider to ensure their comfort and safety, especially for larger groups?
- 6. Some guests might have specific needs, like needing to sit near a window or away from loud areas. How can you handle these situations effectively?

Key Facts 2.1: Welcoming guests

The Art of Welcoming Guests

Introduction: A warm welcome sets the tone for the entire dining experience. As a server, you play a crucial role in making guests feel comfortable and valued from the moment they arrive. Here's how to ensure a smooth and inviting welcome process.

- Greeting Guests:
 - ✓ Smile & Eye Contact: A genuine smile and friendly eye contact instantly create a positive connection. Make eye contact with each guest as they approach your section.
 - ✓ Warm Welcome: Use a welcoming greeting like "Good evening, welcome!" or "Welcome to [Restaurant Name]."
 - Acknowledge the Group: If it's a group, acknowledge everyone. You can say something like, "Welcome everyone, how lovely to see you tonight!"
 - ✓ Body Language: Stand tall with open posture, avoiding crossed arms or leaning against objects. This conveys confidence and approachability.
- Customer Orientation:
 - ✓ **Understanding Needs:** Briefly inquire if they'd like a table for their group.
 - Beverage Preferences: Ask if they prefer water or would like to browse the beverage menu right away.
 - Knowledge of the Menu: Be familiar with the types of beverages offered (wine, beer, cocktails) and any daily specials.
- Seating the Guest:
 - ✓ **Comfort & Safety:** Ensure ample space for everyone at the table.
 - Chair Placement: Arrange chairs facing comfortably with even spacing, avoiding crowded seating.
 - ✓ Location: Seat guests away from high-traffic areas like walkways and restrooms.





Read the following scenario and answer the questions provided

Scenario: You've just arrived at your shift at a popular brunch spot. The restaurant is bustling with activity, and you're responsible for welcoming and seating guests, taking beverage orders, and providing excellent customer service.

- Imagine a group of three adults walks in. How would you greet them in a warm and welcoming manner? Describe your approach, including your body language and what you would say.
- 2. The restaurant has a few open tables. What factors would you consider when choosing the most suitable table for this group?
- 3. Briefly describe how you would introduce the beverage menu to this group. Would you highlight any special offerings or popular drinks?
- 4. One guest asks for a recommendation for a refreshing and healthy drink. What questions would you ask to understand their preferences and then suggest an appropriate beverage?

Activity 3: Application

Read the following scenario and answer the questions provided

Scenario: You are a hostess at a busy Italian restaurant. You've been working there for a few months and are comfortable greeting guests and seating them. It's a Friday night, and the restaurant is packed!

1. A large family of six walks in, looking tired after a long day. How would you greet them and make them feel welcome?

- 2. A single person walks in looking nervous. They haven't made a reservation. What would you say and do to put them at ease?
- 3. A couple is celebrating their anniversary. How would you personalize their dining experience and make it special?
- 4. A group of friends is looking for a fun and lively atmosphere. What part of the restaurant would you recommend to them, and why?
- A table by the window opens up, but a party of four is waiting and a couple is waiting.
 Who would you seat first and why?
- 6. An elderly couple arrives with a walker. How would you choose the best seating option for them to ensure their comfort and accessibility?

Topic 2.2: Taking beverage orders





Read the following scenario and answer the questions provided

Scenario: You're a new server at a trendy restaurant called "Nyungwe Night Out" located near the famous Nyungwe National Park. Tonight is busy, and you've been assigned a table of four friends who seem excited to be enjoying a night out together.

- The table hasn't decided on their meals yet, but a few guests are looking at drinks. How would you approach the table and begin taking beverage orders considering they might not be familiar with the menu? (Hint: Think about upselling and offering recommendations)
- 2. One guest asks for a specific type of Rwandan beer you aren't familiar with. What would you do in this situation to ensure the guest gets the drink they desire while demonstrating good customer service?
- 3. The restaurant offers a wide variety of cocktails alongside classic drinks. How would you present the beverage list to a group with diverse preferences, ensuring everyone feels comfortable making a selection?
- 4. A guest asks about a non-alcoholic option that isn't explicitly listed on the menu. How would you handle this situation and what recommendations could you offer?
- 5. Imagine the restaurant's point-of-sale system is down, and you need to take orders manually. How would you ensure clear and accurate communication while taking beverage orders for the entire table?
- 6. After taking their orders, how would you repeat the drinks back to the table to confirm everything is correct?
- 7. The restaurant typically uses a computerized system to take orders. Describe the steps you would take to input beverage selections for the table into the system.

8. What additional information might you need to gather from the guests before finalizing their beverage orders on the computerized system? (**Hint:** Think about special requests or modifications)

Key Facts 2.2: Taking beverage orders

• The Art of the Beverage Order: From Presentation to Perfect Pour

The beverage order sets the stage for any dining experience. It's the first chance to connect with your guests, quench their thirst, and prime their palates for the culinary journey ahead. But taking a beverage order goes beyond simply jotting down drink choices. It's a delicate dance between attentiveness, product knowledge, and creating a smooth, efficient flow of service.

✓ Taking Beverage Orders: The First Sip of Great Service

Taking a beverage order isn't just about jotting down drinks. It's the **first impression** you make on thirsty guests. This crucial step sets the stage for their entire dining experience. By mastering the art of taking beverage orders, you can:

- Build Rapport: A friendly and knowledgeable approach creates a positive connection with your guests.
- Maximize Efficiency: Streamlined order capture helps ensure smooth service and reduces wait times.
- Boost Sales: Effectively showcasing your beverage menu can encourage upselling and highlight special offerings.

In this section, we'll equip you with the tools to handle beverage orders with confidence and professionalism, leaving your guests refreshed and ready to explore your culinary delights.

• Presenting the Beverage List: A Toast to Informed Choices

The beverage list is a treasure trove of delicious possibilities. Presenting it with finesse is key to guiding your guests towards their perfect drink pairing. Here's how to make this presentation a highlight:

✓ Approach with Confidence:

Arrive at the table with a **polished** and **clean** beverage list.

- **Maintain eye contact** and offer a warm greeting.
- Introduce the menu with a phrase like, "May I present our beverage list today? We feature a selection of..."
- ✓ Highlight Special Offers:
 - Briefly mention any **seasonal drinks** or **daily specials**.
 - If you have a dedicated non-alcoholic section, point it out for guests seeking lighter options.

✓ Cater to Specific Needs:

- **4** Ask if any guests require **gluten-free** or **sugar-free** options.
- Be prepared to answer questions about ingredients or alcohol content.
- Offer pairing suggestions if appropriate, such as recommending a specific wine to complement a dish.

✓ Proactive Service:

- For larger groups, consider offering to take orders one person at a time to avoid confusion.
- Be attentive to refilling water glasses and anticipating needs.

✓ Encourage Exploration:

- Use descriptive language to pique guests' interest in unique or unfamiliar beverages.
- If the list has extensive drink categories (e.g., extensive wine list), offer to guide them towards selections based on their preferences.

• Capturing the Order: Manual vs. Computerized Systems

Once your guests have made their beverage selections, it's time to capture their orders. Here, we'll explore the two main methods used in the hospitality industry:

✓ Manual Order Taking:

This traditional approach relies on good old-fashioned pen and paper (or notepad and pen).

\rm Fros:

- Offers a personal touch and allows for easy customization of orders.
- Requires minimal upfront investment in technology.
- Can be a good fit for smaller establishments or those with a limited beverage menu.

\rm Cons:

- Prone to errors in order taking or transcription.
- Can be time-consuming, especially during peak hours.
- Limited real-time order tracking capabilities.

✓ Computerized Order Taking:

This method utilizes technology to streamline the ordering process. Systems like Point-of-Sale (POS) software integrate with tablets or handheld devices for servers to capture orders electronically.

\rm Fros:

- \circ $\;$ Improves order accuracy by minimizing transcription errors.
- Speeds up the ordering process, leading to faster service.
- \circ $\,$ Offers real-time inventory management and sales tracking.
- Can integrate with kitchen display systems for efficient order fulfilment.

📥 Cons:

- Requires an upfront investment in software and hardware.
- Servers need training on using the system effectively.
- Potential for technological glitches or system downtime.

✓ Choosing the Right System:

The ideal method for capturing beverage orders depends on several factors, including:

- Size and style of your establishment
- Complexity of your beverage menu
- 📥 Budget
- Technological comfort level of your staff

✓ Hybrid Approach:

Some establishments combine manual and computerized systems. For example, a server might handwrite guest orders on a notepad and then enter them into a POS system at a central terminal.

Whichever method you choose, focus on clear communication and efficient order capture to ensure a smooth and satisfying beverage experience for your guests.

Taking Beverage Orders: A Recipe for Smooth Service

Taking beverage orders is an art form, a delicate balance between attentiveness, efficiency, and creating a positive experience. Here's a breakdown of the key steps to ensure smooth sailing:

✓ Approach with a Smile:

- Arrive at the table with a **positive attitude** and a warm greeting.
- **Maintain eye contact** and project confidence.

✓ Assess Readiness:

- Gauge if guests are ready to order by observing their body language.
- If they seem undecided, offer to give them a few more moments to browse the beverage list.

✓ Introduce the Beverage List:

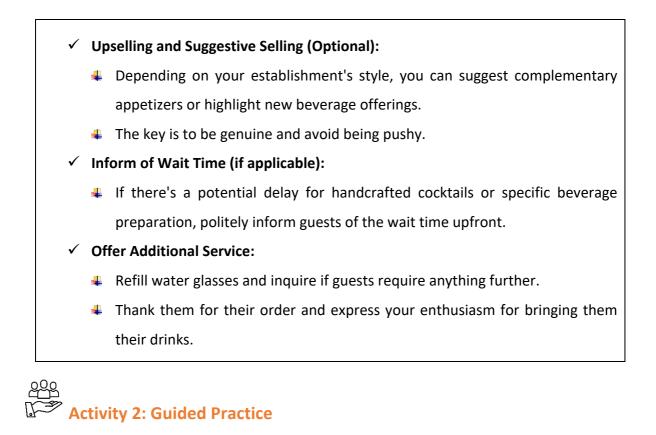
- Present the menu with a phrase like, "May I present our beverage list today?
 We feature a selection of..."
- Briefly highlight any **seasonal drinks** or **daily specials**.

✓ Actively Listen and Engage:

- 4 Allow guests time to peruse the menu and ask questions.
- Be prepared to answer inquiries about ingredients, alcohol content, or pairing suggestions.
- Cater to specific dietary needs by pointing out gluten-free or sugar-free options if available.

✓ Take Orders Efficiently:

- Start by taking orders from women first, then proceed clockwise around the table (unless there's a designated host).
- Actively listen and repeat the order back to each guest for confirmation. This minimizes errors and ensures everyone gets the beverage they desire.
- Use a clear and concise system for recording orders, whether it's on a notepad or a handheld device.



Read the following scenario and answer the questions provided

Welcome to Activity 2! Building on the knowledge gained from Activity 1, we'll now put your beverage service skills into action through a practical scenario. Imagine you're a server at a bustling restaurant called "The Happy Fork." The lunch rush has just begun, and you've beenassigned a table of four guests.

Tasks:1

- 1. Greet the table
- 2. Introduce the beverage list:
- 3. Engage with your guests

Task 2: Taking Beverage Orders (15 minutes)

- 1. Take the guest orders
- 2. Actively listen to the guest
- 3. Confirm guest orders

Task 3: Guest Order Taking Systems - Manual vs. Computerized (10 minutes)

1. In a table like the one below, list the pros and cons of each system for "The Happy Fork."

System	Pros	Cons
Manual		
Computerized		

2. Considering the size and style of "The Happy Fork" (a bustling restaurant) and the complexity of its beverage menu (likely extensive), discuss which system you think would be a better fit and why?





Read the following scenario and answer the questions provided

You are a new waiter at a busy restaurant. During your first shift,

- ✓ Familiarize yourself with the beverage list.
- ✓ Offer guests a physical beverage menu or suggest popular options to save time.

N.B: Remember to follow this format for all three situations.

Topic 2.3: Providing specialized advices on matching food and beverages





Read the following scenario and answer the questions provided

You are a waiter at a high-end restaurant known for its extensive wine list and delicious food pairings. Tonight, a couple arrives for their anniversary dinner. The husband seems knowledgeable about wine, while the wife appears unsure.

- a. How would you approach this couple, considering their differing levels of wine knowledge?
- b. Explain the key principles you would consider when recommending a wine to complement their meal choices.
- c. Based on the information gathered, suggest a few specific wine options (including red and white) that would pair well with their chosen dishes.
- d. Briefly explain some key points on a wine label that can help guide a customer's selection (e.g., grape varietal, region, vintage).
- e. While maintaining a genuine and non-pushy approach, how could you suggest other beverage options to enhance their dining experience (e.g., appetizers, cocktails, after-dinner drinks)?

Key Facts 2.3: Providing specialized advices on matching food and beverages

• Beverage Service: Matching Drinks and Delivering Exceptional Service

This guide equips you with the knowledge and skills to provide specialized advice on beverage pairings, recommendations, and navigate beverage information to enhance the customer experience.

✓ Matching Food and Beverages: A Flavorful Symphony

Elevating a meal goes beyond just the food. Matching the right beverages allows flavors to complement each other, creating a harmonious dining experience. Here's what to consider:

- Flavor Profiles: Balance or contrast flavors. Rich dishes pair well with bold wines or contrasting flavors like a crisp white wine with a creamy pasta dish.
- Intensity: Match the intensity of the beverage to the food. A lighter beer complements a delicate fish dish, while a robust red wine stands up to a hearty steak.
- Acidity and Fat: Acidity in wine cuts through fat in food. A high-acid Sauvignon
 Blanc complements a fatty fish dish.
- Sweetness: Pair sweet beverages with sweet or spicy foods. A dessert wine complements a rich chocolate cake, while a sweeter beer pairs well with spicy food.

✓ Wine and Food Pairing: A Classic Guide

Wine pairings offer a well-established approach to food and beverage matching. Here are some general guidelines:

- Red Wine: Bold reds pair well with red meat, grilled dishes, and strong cheeses. Lighter reds complement poultry and pasta dishes with tomato sauce.
- White Wine: Crisp whites pair well with seafood, salads, and lighter fare. Oaky Chardonnays can handle richer dishes like creamy pastas.
- Rosé: This versatile wine complements lighter fare like salads, grilled chicken, and vegetarian dishes.
- Sparkling Wine: Sparkling wines like Champagne or Prosecco add a celebratory touch and pair well with appetizers, seafood, and lighter dishes.

Providing Recommendations: Tailoring the Experience Beyond established pairings, personalize your recommendations to enhance the customer's experience:

- Listen to Preferences: Understand their taste in flavors, alcohol content preferences, and any dietary restrictions.
- Ask Open-Ended Questions: Explore their food choices and inquire about their usual beverage preferences.
- Offer Options: Present a few curated choices based on their preferences and the food selection.
- Highlight Beverage Attributes: Use your knowledge of beverage labels to showcase flavors and characteristics that might appeal to the customer.

✓ Beverage Label Information: Decoding the Details

Beverage labels are packed with information. Here's what to focus on:

- **Alcohol Content (ABV):** This indicates the percentage of alcohol by volume.
- Style and Varietal: Learn about different wine varietals (e.g., Cabernet Sauvignon, Chardonnay) and beer styles (e.g., IPA, Lager).
- Flavor Profile: Descriptions may hint at taste characteristics (e.g., citrusy, hoppy, oaky).
- Origin and Region: Knowing the origin can provide clues about typical flavors and styles.
- Dietary Information: Be aware of potential allergens and highlight suitability for dietary restrictions.

Understanding these details allows you to interpret labels and effectively communicate beverage characteristics to customers.

✓ Up-selling Bar Products: A Win-Win Approach

Up-selling is about suggesting complementary beverages that enhance the customer's experience without being pushy. Here's how to do it ethically:

- Focus on Value: Highlight how the beverage complements the food and elevates the overall enjoyment.
- Offer Variety: Present a range of options to cater to different preferences and budgets.
- **Limited-Time Specials:** Promote unique or seasonal drinks to spark interest.

Use Positive Language: Focus on the benefits and enjoyment the beverage offers.





Read the following scenario and answer the questions provided

You are a server at a restaurant that prides itself on offering delicious food and perfectly paired beverages. A customer asks you for a recommendation on what beverage to pair with their chosen dish.

- 1. Create a table with three columns: Food Type, Beverage Recommendation, and Why it Pairs Well.
- 2. Fill in the table with at least 3 different food types and their corresponding beverage recommendations.
- 3. Briefly explain why each beverage pairs well with the specific food type.

Example:

Food Type	Beverage Recommendation	Why it Pairs Well
Spicy Thai	Riesling wine	The acidity in Riesling cuts
curry		through the spice of the
		curry, creating a refreshing
		balance.

Question 2: List down 3 general guidelines to consider when recommending wine pairings for food.

a. Guideline 1: __ (e.g., Consider the weight of the wine...)

- b. Guideline 2: __ (e.g., Match the intensity of flavors...)
- c. Guideline 3: __ (e.g., Think about complementary or contrasting flavors...)

Scenario: A customer at the bar is browsing the beverage menu but seems unsure what to order.

Question 3: Imagine yourself as the bartender. Describe 2 different approaches you would use to recommend beverages to this customer.

- a. Approach 1: __ (e.g., Ask about their taste preferences...)
- b. Approach 2: ___

Task 4: Understanding Beverage Label Information

Question 4: Outline at least **2** types of information found on beverage labels for recommending drinks to customers.

- a. Information type 1: _ _ (e.g., Alcohol content...)
- b. Information type 2: _ _

Question 5: A customer orders a drink they usually have, describe **2** up-selling techniques you could use to introduce the customer to new beverage options without being pushy.

- a. Technique 1: _ _ (e.g., Suggest similar drinks...)
- b. Technique 2: ___

Activity 3: Application



Read the following scenario and answer the questions provided

You've just started your new job as a server at a bustling restaurant. Your manager has emphasized the importance of providing excellent customer service, including offering beverage recommendations to enhance their dining experience.

- 1. What factors would you consider when recommending a beverage to complement this dish?
- Briefly explain two general pairing guidelines you could use to suggest a suitable wine. (e.g., red wine with red meat)
- 3. What steps would you take to suggest the perfect drink?

- 4. Briefly explain two key pieces of information you could highlight from the label to help them make a choice.
- 5. How could you ethically up-sell a beverage that would complement their meal without being pushy?

Topic 2.4: Service techniques for beverages





Read the following scenario and answer the questions provided

You are a server at a renowned restaurant known for its extensive beverage selection. Tonight, you'll be taking care of three unique tables:

- **Table 1:** A group of friends celebrating a birthday. They plan to order a variety of drinks, including cocktails, beers, and wine.
- **Table 2:** A couple on a romantic date who are unfamiliar with the wine list.
- **Table 3:** A business professional who needs a quick and refreshing drink before their meeting.
 - Describe the proper way to carry a loaded tray with different types of beverages (glasses, bottles) to minimize spillage and ensure guest safety.
 - ✓ Table 1 might order multiple drinks at once. Explain how you would efficiently carry and serve their diverse beverage selections while maintaining a professional demeanor.
 - ✓ Table 3 requests a chilled soda. Explain the steps involved in serving a soft drink, including the appropriate glassware and any necessary service tools.
 - ✓ It's a hot summer evening. How will you ensure all beverages, including beers, wines, and cocktails, are served at their optimal temperature for each table?
 - Explain the proper pouring technique for different types of beers (lagers, ales) served at Table 1.
 - ✓ Table 2 needs guidance navigating the wine list. How will you approach presenting the wine list and answer their questions without overwhelming them?

- After selecting a bottle of red wine, Table 2 would like to try it before committing.
 Walk them through the proper wine tasting etiquette. Would you recommend decanting the wine? Why or why not?
- ✓ Table 2 decides on the red wine. Describe the steps involved in the wine service process, including using appropriate tools like a corkscrew and wine glass.
- ✓ A guest at Table 1 expresses interest in a specific cocktail. Explain the importance of using proper measuring tools to ensure consistent and high-quality drinks.
- ✓ While preparing the cocktail, describe the different techniques used in cocktail creation, such as shaking, stirring, or layering.
- ✓ Unfortunately, a glass of wine spills at Table 2. How will you handle this situation professionally and ensure the guest's satisfaction?
- ✓ A guest at Table 1 has dietary restrictions. How will you approach their special requests and ensure they have a positive beverage experience?

Key Facts 2.4: Service techniques for beverages

- Carrying a Loaded Tray:
 - ✓ Safe and Steady Delivery
 - Stability is Key! When carrying a loaded tray, prioritize stability to prevent spills and accidents.
 - Use a non-slip tray mat for added grip.
 - Carry the tray close to your body with one hand supporting the bottom and the other hand on the opposite side for balance.
 - Avoid overloading the tray. Distribute weight evenly to prevent it from tipping.
 - ✓ Navigate Carefully: Be aware of your surroundings and maintain eye contact with your path.
 - Avoid sudden movements or sharp turns.
 - When walking with a loaded tray, signal your intention to move and politely excuse yourself if needed.

✓ Service Techniques for Soft Drinks: A Refreshing Guide

Soft drinks are a staple on beverage menus, offering a variety of flavors and refreshment to quench your guest's thirst. Mastering the service techniques ensures a delightful experience for them. Let's dive into the essential tools, temperatures, and serving methods for soft drinks.

✓ Service Tools and Equipment:

Glassware: The primary tool for serving soft drinks is the highball glass.
 This tall, cylindrical glass with a capacity of around 6-8 ounces (177-237 ml) is ideal for most soft drinks and allows for plenty of ice.



Highball Glass

Ice Bucket and Scoop: Chilled soft drinks are key! An ice bucket filled with clean ice and an ice scoop ensure guests receive their beverages at the perfect temperature.

Ice Bucket

Pitcher: For larger quantities or table service, a chilled pitcher is a practical option. Choose a size that complements the number of guests being served.



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Straws: Offer straws, especially for taller glasses or thicker beverages. Consider eco-friendly options like paper or reusable straws.

Wapkins: Always have a supply of clean **napkins** readily available for guests.

✓ Service Temperature:

The optimal temperature for soft drinks is **chilled**. This enhances their refreshing qualities and ensures a thirst-quenching experience. Here's a general guideline:

- **32-40°F (0-4°C):** Ideal for most carbonated soft drinks like colas, lemonades, and sparkling water.
- 40-50°F (4-10°C): Can be suitable for non-carbonated options like juices or iced teas, depending on their specific flavors.

✓ Serving Techniques:

- Preparation: Pre-chill the glasses with ice for a few minutes before serving.
 This ensures the beverage stays cold longer.
- The Pour: Remove ice from the glass before pouring. Hold the bottle or pitcher steady and pour gently to minimize bubbles overflowing.
- Ice Service: Offer guests the option to add ice to their drinks using the ice scoop.
- Garnishes (Optional): For a touch of visual appeal, consider a simple garnish like a lemon or lime wedge on the rim of the glass.

Straws: Present straws on a napkin or in a dispenser for guests to take as needed.

Remember: Always handle glassware with care to avoid breakage. Be attentive to refills and ensure guests have everything they need for a delightful soft drink experience.

• Service techniques for beers and ciders: a draft guide

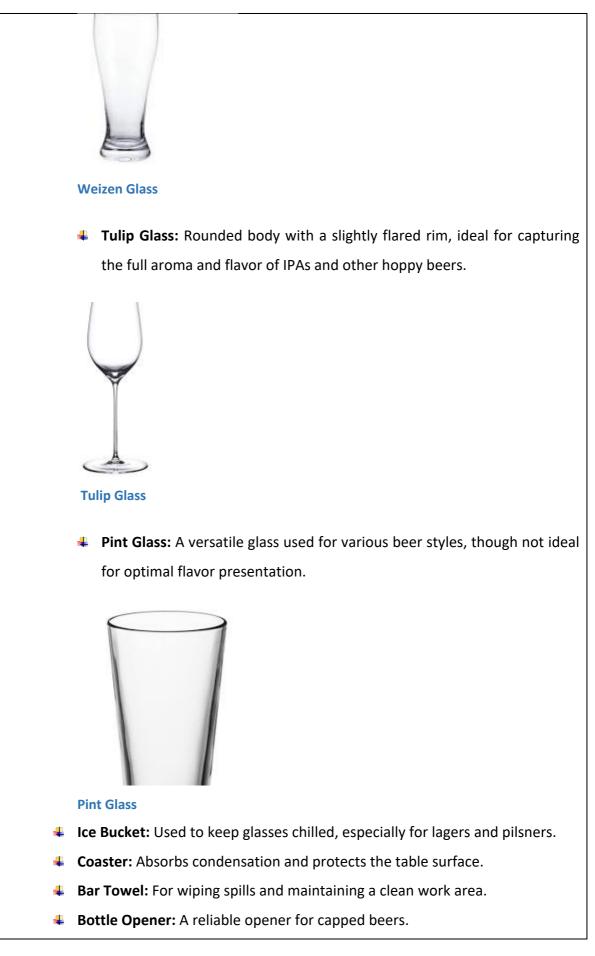
Mastering the art of serving beers and ciders enhances the guest's experience. This guide explores the essential tools, serving temperatures, and techniques for different beer styles.

- ✓ Service Tools and Equipment:
- ✓ Glassware: Selecting the right glass allows for optimal aroma and flavor appreciation. Common beer glasses include:
 - Pilsner Glass: Tall and slender, ideal for showcasing the clarity and effervescence of pilsners and lagers.



Pilsner Glass

Weizen Glass: Tall and wide at the top, perfect for capturing the yeasty head of wheat beers.



✓ Serving Temperature:

Temperature significantly impacts the taste and aroma of beer. Here's a general guide:

- Lagers & Pilsners: Served coldest (around 40-45°F) to accentuate their crispness and refreshing character.
- Wheat Beers: Served cool (around 45-50°F) to balance their yeasty notes and light body.
- Pale Ales & IPAs: Served moderately chilled (around 48-55°F) to allow the hop aromas and flavors to shine.
- Stouts & Porters: Served at room temperature (around 55-60°F) to enhance their richer malty body and complex flavors.

• Serving Techniques for Different Beers:

- ✓ The Perfect Pour:
 - Tilt the glass slightly at a 45-degree angle.

Pour steadily down the center of the glass, allowing a foamy head to develop (ideally 1-2 fingers thick for most beers).

- ✓ As the glass fills, straighten it up and slow down the pour to minimize foam overflow.
- ✓ A good head enhances aroma and taste, but an excessive head can be off-putting.
 - Lagers & Pilsners: Maintain a constant, fast pour to achieve a clean, white head.
 - Wheat Beers: Gently swirl the bottle before pouring to evenly distribute the yeast sediment. Pour with a slight tilt to create a thick, creamy head.
 - Stouts & Porters: Due to their dark color, a foamy head is less essential. Pour with a slight tilt, allowing for a minimal head formation.

Remember: Practice these techniques to ensure a smooth, controlled pour and enhance the enjoyment of your guests' beers and ciders.

• Wine Service Techniques: A Guide to Elegance and Expertise

Wine service is a refined skill that elevates the dining experience. This guide delves into the essential techniques to ensure you present and serve wines with confidence and finesse.

- ✓ Wine Tasting Techniques:
 - Preparation is Key: Ensure proper lighting and clear glasses. Consider serving water for palate cleansing between tastes.
 - **The Systematic Approach:** Follow the "See, Swirl, Sniff, Sip, Savor" method:
 - See: Hold the glass up to the light to examine the wine's color and clarity.



Wine Glass Held Up to Light

Swirl: Gently swirl the wine in the glass to release its aromas.



Swirling Wine in Glass

- Sniff: Take a deep sniff, identifying primary fruit aromas, followed by secondary and tertiary notes (aromas developed during aging).
- Sip: Take a small sip and swish it around your mouth, coating your palate.
 Notice the sweetness, acidity, tannins, and overall flavor profile.
- **Savor:** Savor the aftertaste and how it lingers on your tongue.
- ✓ Wine Decanting:
 - The Purpose: Decanting is used for certain red wines to separate the sediment that can form during aging.
 - The Process: Carefully transfer the wine from the bottle to a decanter, leaving the sediment behind in the bottle. A tilted candle can help illuminate the sediment as you pour.



Decanting Wine

- ✓ Wine Serving Tools and Equipment:
 - Corkscrew: Choose a reliable corkscrew that comfortably removes the cork without damaging it.



Corkscrew

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Wine Glasses: Stock a variety of glasses for different wine types (e.g., Bordeaux glass for red wines, flute for sparkling wines).



Wine Glass Types

Red Wine Glass: A large bowl allows the wine to breathe and release its aromas. The wider rim directs the wine to the front of the tongue, where



Sweetness is perceived

White Wine Glass: A smaller bowl keeps the wine cooler and emphasizes its acidity. The narrower rim directs the wine to the sides and back of the tongue, where bitterness and acidity are perceived. Champagne Flute: Tall and slender design helps maintain the bubbles and keeps the champagne cold.



Wine Decanter: A decanter is a carafe specifically designed for decanting wine.



Wine Basket/Cradle: This optional tool holds the wine bottle securely while pouring.



- ✓ Here are the wine serving tools you'll typically need:
 - Corkscrew Used to remove the cork from a wine bottle. There are many styles available, but a waiter's corkscrew is a versatile choice.



Waiter's corkscrew

Wine Foil Cutter - Some corkscrews have a built-in foil cutter, but you can also purchase one separately. This tool removes the foil capsule from the top of the bottle.



Wine Foil Cutter

Wine Stopper - Used to reseal an opened bottle of wine. This helps to preserve the wine and prevent it from spoiling.



- Wine Pourer Helps to control the flow of wine and prevents spills. It can also aerate the wine as it is poured, which can enhance the flavor.
 Wine Pourer
 - Wine Decanter Used to transfer wine from the bottle to a decanter. This allows the sediment to settle at the bottom of the bottle and can also help to aerate the wine.



Wine Decanter

Wine Thermometer - Not essential for casual wine drinkers, but a wine thermometer can help you ensure that the wine is served at the ideal temperature.

Wine Thermometer

Wine Glass Charms - A fun and decorative way to identify individual wine glasses, especially useful for large gatherings.



Wine Glass Charms

✓ Wine Presentation:

- Approach the Guest: Politely approach the guest who ordered the wine and present the bottle.
- Label Display: Turn the bottle towards the guest, allowing them to see the label and confirm the vintage.

✓ Wine Service Process:

- The Uncorking: Use the corkscrew to remove the cork smoothly and quietly.
 Avoid letting the cork crumble into the wine.
- The First Pour: Pour a small amount of wine for the guest to taste (especially for red wines). This allows them to approve the wine before it's served to the table.
- Serving the Table: Pour wine for each guest at the table, starting with the host or guest of honor and moving counter-clockwise. Fill glasses to approximately one-third to one-half capacity.

✓ Service Styles for Different Wines:

- Red Wines: Typically served at room temperature (around 60-68°F). Avoid excessive handling, as this can warm the wine.
- White Wines & Rosé: Best served chilled (around 45-55°F). Handle the bottle by the base or punt to minimize warming the wine.
- Sparkling Wines: Open carefully to control the fizz. Pour slowly at an angle to minimize foaming over.

• Service Techniques for Spirits and Liqueurs

Spirits and liqueurs are a vibrant category of beverages with a wide range of flavors and serving styles. Here's a guide to ensure you serve them with confidence:

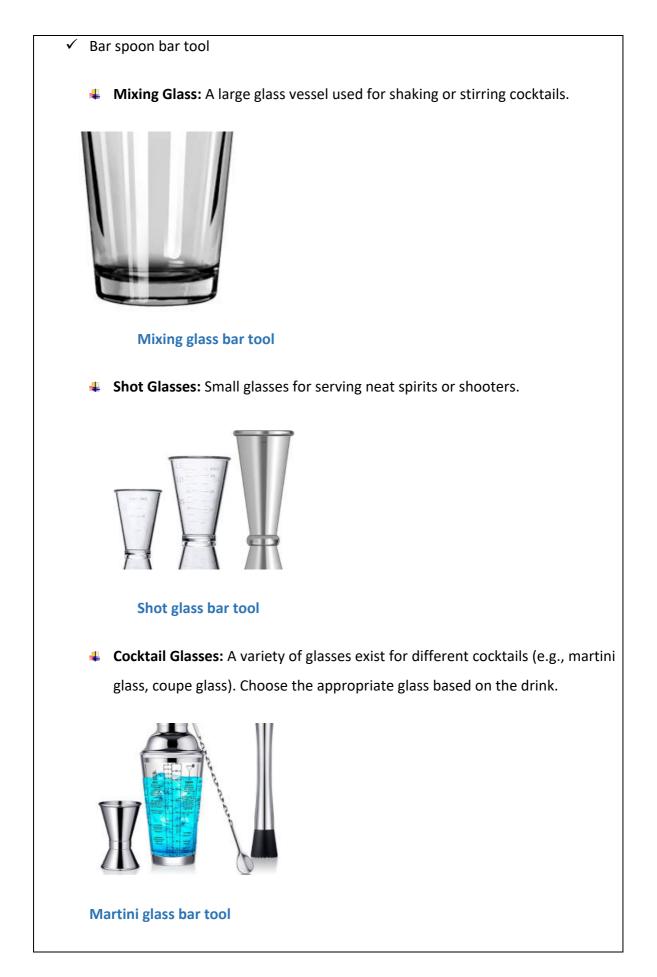
✓ Service Tools and Equipment:

Jigger: A small, two-sided measuring tool used for precise pours of spirits and liqueurs.



Jigger bar tool

Bar Spoon: A long-handled spoon used for stirring cocktails.



Chilled Glasses: Many spirits and liqueurs are best served in chilled glasses.
 Utilize ice baths or a freezer to maintain proper temperatures.

✓ Serving Temperature:

- Neat Spirits: Typically served at room temperature (around 20°C or 68°F) to allow the aromas and flavors to emerge fully.
- Liqueurs: Can be served chilled, at room temperature, or even warmed depending on the type. Cream-based liqueurs are often served chilled.
- Cocktails: Shaken cocktails are typically served chilled due to the dilution from ice. Stirred cocktails can be served chilled or at room temperature depending on the recipe.

✓ Serving Techniques:

- Accurate Measurement: Use a jigger to ensure precise pours of spirits and liqueurs. This avoids over-pouring and maintains consistent drink quality.
- The Pour: For neat spirits and liqueurs poured directly into a glass, tilt the bottle slightly and pour steadily to achieve the desired amount.
- Building and Stirring: For certain cocktails, build ingredients directly in the serving glass (e.g., layered shooters). When stirring cocktails, use a bar spoon in a circular motion, gently stirring the ingredients without adding air.
- Shaking: For shaken cocktails, combine ingredients with ice in a mixing glass. Shake vigorously with a tight seal for 10-15 seconds to chill and dilute the drink. Strain into a chilled serving glass.
- Presentation: Garnishes can elevate the presentation of spirits and liqueurs. Use citrus peels, olives, or other cocktail-specific garnishes strategically for visual appeal and to complement flavors.

• Service Techniques for Cocktails: Craft the Perfect Drink

Cocktails are a delightful combination of spirits, liqueurs, mixers, and sometimes fresh ingredients. Mastering the art of creating and serving them requires knowledge of essential tools, serving temperatures, and proper techniques.

- ✓ Essential Cocktail Tools and Equipment (with Images):
- Jigger: This double-sided measuring tool ensures accurate proportions for balanced cocktails.



Bar Spoon: A long-handled spoon with a twisted stem allows for efficient stirring and layering in cocktails.



Shaker: Shaking chills and aerates cocktails, creating a smooth texture and frothy top. Two-piece shakers (Boston shakers) are common, requiring a separate strainer.



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Strainer: A fine-mesh strainer separates ice from the cocktail when pouring from a shaker. Hawthorn strainers are useful for drinks with fruit muddles or pulp.



Mixing Glass: Used for stirred cocktails, mixing glasses allow for gentle dilution and chilling.



Mixing Glass

Bar Knife: A serrated bar knife is useful for cutting garnishes like citrus peels or fruit wedges.



Muddler: A muddler is a short, thick stick used to gently crush fruits, herbs, or spices to release their flavors in cocktails.



Muddler

Ice Scoop: A dedicated ice scoop ensures consistent ice cube size and minimizes hand contact with ice, maintaining hygiene.



Ice Scoop

Bar Towels: Microfiber bar towels are ideal for drying glassware and cleaning spills without leaving lint.



Glasses: Choose the appropriate glass based on the cocktail (e.g., coupe glasses for martinis, highball glasses for Collins).



Cocktail Glasses

✓ Serving Temperature:

Cocktails are typically served chilled. Here's a general guide:

- Shaken Cocktails: Served very cold (around 32°F 0°C) due to dilution from ice melting during shaking.
- Stirred Cocktails: Served chilled (around 40°F 4°C) as minimal dilution occurs while stirring.
- **Up Cocktails:** Served chilled without ice (around 40°F 4°C).
- **On-the-Rocks Cocktails:** Served over ice in a rocks glass (around 40°F 4°C).
- ✓ Serving Techniques:
 - Prepare the Glass: Chill the appropriate glass by filling it with ice and water for a few minutes. Alternatively, pre-chill glasses in the freezer.
 - Measure and Combine Ingredients: Use a jigger for accurate measurements and combine ingredients in the shaker, mixing glass, or directly in the serving glass (depending on the cocktail).
 - Shaking or Stirring: Shaken cocktails require vigorous shaking with ice for 10 15 seconds to achieve a frothy texture and dilution. Stirred cocktails are gently

mixed with a bar spoon for 15-20 seconds to chill and dilute without excessive aeration.

- **Straining:** Double strain the cocktail (once through a Hawthorne strainer and again through a fine-mesh strainer) to remove ice and any unwanted particles.
- Garnishing (Optional): Add a garnish like a citrus twist, fruit wedge, or herb sprig to enhance the visual appeal and complement the flavors.
- Present the Cocktail: Serve the cocktail promptly and avoid overfilling the glass.

Dealing with Spillages and Wastages in Beverage Service: Maintaining a Professional Approach

Introduction:

Spillages and wastages are inevitable realities in beverage service. Spills can happen due to various reasons, while beverage wastage can occur from over-pouring, spoilage, or inaccurate inventory management. Knowing how to handle these situations efficiently and professionally is crucial to maintaining a clean, safe, and cost-effective bar environment.

✓ Key Terms:

- **Spillage:** The accidental overflowing or leaking of a beverage.
- **Wastage:** The avoidable loss or unusable portion of a beverage.

✓ Dealing with Spillages:

- Act Quickly and Contain the Mess: The first priority is to prevent the spill from spreading. Use clean bar towels or napkins to absorb the liquid as quickly as possible.
- Minimize Disruption: Address the spill discreetly and efficiently to avoid attracting unnecessary attention from guests.

- Clean Up Thoroughly: Once the main spill is contained, sanitize the affected area with a disinfectant solution suitable for food service areas. This ensures hygiene and prevents slipping hazards.
- Assess the Damage: Depending on the severity of the spill, you may need to replace soaked coasters, napkins, or table linens.
- Report the Spill: Inform your supervisor about the incident, especially if it involves a significant amount of beverage or if it caused any damage.

✓ Preventing Spillages:

- Carry Loaded Trays Securely: Use a non-slip tray mat and maintain proper posture while carrying beverages.
- Be Mindful of Glassware: Choose appropriate glassware that is stable and the right size for the drink.
- Avoid Over-Pouring: Use proper measuring tools and pour controlled amounts to minimize spillage.
- Communicate Clearly with Guests: Double-check orders and ask clarifying questions to avoid mistakes.

✓ Minimizing Wastage:

- Practice Accurate Pouring: Use jiggers or measuring spoons to ensure precise serving sizes.
- Promote Responsible Consumption: Offer smaller portion options or tastings if available.
- Maintain Proper Inventory Management: Rotate stock regularly to prevent spoilage and ensure you order only what is needed.
- Be Creative with Leftovers: Consider using leftover juices or garnishes in mocktails or other creative drink options to minimize waste.

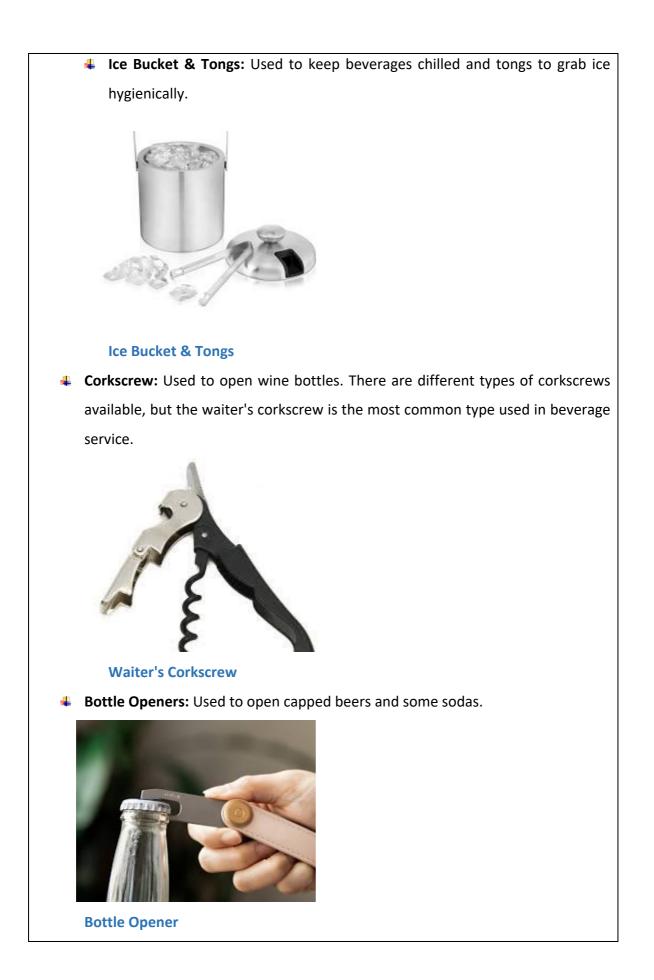
• Handling Special Requests in Beverage Service: Go the Extra Mile

Guests may have special requests for various reasons, including allergies, dietary restrictions, preferences, or wanting to celebrate a special occasion.

- ✓ Here's how to shine:
 - Listen Actively: Pay close attention to the guest's request and ask clarifying questions if needed.
 - Be Knowledgeable: Understand your beverage menu and potential modifications.
 - Assess Feasibility: Politely explain if a specific request cannot be fulfilled and offer alternative solutions.
 - **Offer Options:** Suggest similar beverages that might suit their needs.
 - Get Creative: If possible, consider customizing a drink to accommodate their request while adhering to safety and availability.
 - Show Enthusiasm: Demonstrate a willingness to help and create a memorable experience.
 - Communicate Clearly: If unsure about a modification, consult your supervisor to ensure it's safe and appropriate.
 - Deliver with Care: Present the beverage with a smile and explain any modifications made.
- Bonus Tip: If a guest has a complex dietary restriction, suggest they speak with the chef or manager to explore potential food options that complement their beverage choice.
- ✓ Why Handling Special Requests Matters:
 - Happy Guests, Loyal Guests: Fulfilling requests creates a positive experience, leading to returning customers.
 - Memorable Moments: Going the extra mile shows guests you care, building lasting positive memories.

- Catering to All: Handling requests ensures inclusivity and caters to guests with allergies or preferences.
- Problem-Solving Skills: Handling requests hones your ability to find creative solutions and adapt to situations.
- Teamwork: Communicating with colleagues ensures requests are fulfilled safely and efficiently.
- Confidence Boost: Successfully handling requests builds your confidence and strengthens your service skills.
- Service Tools and Equipment:
 - Glassware: The primary tool for serving soft drinks is the highball glass. This tall, slender glass with a capacity of around 8-12 ounces is ideal for most soft drinks. For larger portions, consider using a pitcher for table service.
 - Ice Scoops: Use a clean ice scoop to ensure hygienic handling of ice and maintain consistent portion sizes.
 - Bar Napkins: Keep a supply of clean bar napkins on hand for wiping spills and condensation.
 - Straws: Offer straws upon request, particularly for younger guests or those who prefer them.
 - ✓ Here are some beverage service tools you will find useful:
 - Trays: Used to carry multiple glasses or beverages at once, preventing spills and ensuring a steady delivery.





Wine Decanter: Used to transfer wine from the bottle to the decanter, separating any sediment that may have accumulated at the bottom of the bottle.



Wine Decanter

Jigger: A small, two-sided measuring tool used to accurately measure out small quantities of liquor for cocktails.



Jigger

Bar Spoon: A long-handled spoon used for stirring cocktails and mixed dr

Strainers: Used to separate ice and other unwanted elements from a beverage while pouring it into a glass.



Hawthorne Strainer: Designed to fit snugly inside a shaker tin, it prevents ice from entering the glass while pouring a cocktail.



Hawthorne Strainer

Pourers: Attached to the spout of a liquor bottle to control the flow of liquid and prevent spills



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Ice Scoops: Used to scoop ice into glasses or beverage containers.



Ice Scoop

Napkin Dispensers: Keeps napkins sanitary and readily available for guests.



Napkin Dispense

Glassware - used for serving different beverages. Wine glasses, champagne flutes, pint glasses, highball glasses, etc.



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Blenders - used to create blended drinks like smoothies and margaritas.



Blenders

Beverage Dispensers - used to hold and dispense large quantities of beverages like iced tea, lemonade, or juice.



Beverage Dispensers

Coffee Brewers - used to brew coffee.



Coffee Brewers

Teapots - used to steep tea leaves.



Teapots

Beverage Service Temperature:

Temperature plays a crucial role in soft drink enjoyment. Here's the general rule:

- ✓ Alcoholic Beverages:
 - Beer: 40 55°F (4.4 12.8°C) The ideal temperature range varies by beer style. Lagers are typically served colder than ales.
 - Wine:
 - Red Wine: 60 64°F (15.6 17.8°C) Slightly chilled or room temperature allows the full flavor profile to emerge.
 - White Wine: 45 55°F (7.2 12.8°C) Chilled to enhance the crisp acidity and fruit flavors.
 - Spirits (Neat): Room Temperature (68 72°F / 20 22°C) Allows the aroma and subtle flavors to be appreciated. Chilled spirits can mute some nuances.
 - Spirits (On the Rocks): Built over large ice cubes The ice slowly melts, diluting the drink without drastically affecting the temperature.
- ✓ Non-alcoholic Beverages:
 - **Hot Beverages:**
 - Coffee: 135 160°F (57 71°C) Hot enough to enjoy the flavor but cool enough to avoid burning the mouth.
 - Tea: Varies depending on the type Green tea: 170 180°F (77 82°C), Black tea: 195 - 205°F (91 - 96°C). Steeping at the correct temperature is crucial for optimal flavor and to avoid bitterness.

4 Cold Beverages:

- Soft Drinks & Soda: 38 45°F (3.3 7.2°C) Cold and refreshing, ideal for a thirst quencher.
- Juice: 40 50°F (4.4 10°C) Chilled to preserve freshness and enhance the natural flavors.
- Water: Room Temperature or Chilled Personal preference. Chilled water is refreshing on a hot day.
- Serve soft drinks chilled. Aim for a temperature between 36-40°F (2-4°C). This enhances the refreshing taste and fizz.
- Serving Techniques:

Beverage Service Techniques:

- Alcoholic Beverages:
 - ✓ Beer:
 - Check the glass for cracks or chips.
 - Hold the glass at a 45-degree angle and pour down the side to create a head of foam (1-2 inches).
 - Present the beer to the customer with the label facing them.
 - ✓ Wine:
 - Red Wine:
 - Present the bottle to the customer and show them the label.
 - With a clean corkscrew, remove the cork quietly and avoid letting it fall back into the bottle.
 - Pour a small amount of wine for the customer to taste (optional).
 - Pour the wine holding the bottle at an angle and avoid touching the rim of the glass.
 - ✓ White Wine:
 - Follow the same steps as red wine, except chilling the bottle beforehand.
 - ✓ Spirits (Neat):
 - Chill the glass (optional, depending on the spirit).
 - Use a jigger to measure the liquor accurately.

Pour the liquor into the chilled glass.

✓ Spirits (On the Rocks):

- Fill the glass with large ice cubes.
- Use a jigger to measure the liquor accurately.
- Pour the liquor over the ice.

✓ Cocktails:

- **4** Gather all the ingredients and equipment needed for the cocktail.
- Measure each ingredient precisely.
- If necessary, muddle fruits or herbs.
- Fill the shaker with ice and all the ingredients.
- ♣ Shake vigorously for 10-15 seconds.
- Strain the cocktail into a chilled glass.
- Garnish with a twist of citrus peel, fruit wedge, or herb (optional).

• Non-alcoholic Beverages:

- ✓ Hot Beverages (Coffee & Tea):
 - Coffee: Brew fresh coffee using a coffee maker or French press. Pour hot coffee into a pre-warmed mug. Offer milk, sugar, cream, or flavor syrups on the side.
 - Tea: Steep tea leaves in hot water for the desired time. Remove the tea leaves and pour the tea into a pre-warmed mug. Offer milk, sugar, honey, or lemon (depending on the tea type).
- ✓ Cold Beverages (Soft Drinks, Juice, Water):
- Fill a glass with ice (optional).
- Pour the beverage from the bottle or can into the glass.
- **4** Garnish with a slice of fruit or a mint sprig (optional).



Č ↓ ↓ Task 25:

Scenario: You are a server at a busy restaurant. Tonight, you will be taking tables in the main dining area. The restaurant offers a wide variety of beverages, including soft drinks, beers, wines, spirits, and cocktails.

- 1. Imagine you have a tray loaded with various beverages for different tables.
 - a. List 5 essential service tools and equipment you'd want on your serving tray.
 - b. Why are these important for beverage service?
- 2. Instruction: use below table to answer as they guided you by giving sample.

Tool/Equipment	Importance
(e.g., Cocktail shaker)	(e.g., Mixing drinks)

- You receive orders for a bottle of white wine, a draft beer, and a hot chocolate.
 Write down the ideal serving temperature range for each beverage next to its name.
 - a. White Wine: _____°C / _____°F
 - b. Draft Beer: _____°C / _____°F
 - c. Hot Chocolate: _____°C / _____°F
- 4. Briefly explain how serving beverages at the proper temperature affects their taste and enjoyment.
- 5. Describe the steps involved in serving a soft drink from a can to a customer.
- 6. What are some key differences between serving a bottle of beer compared to a draft beer?

- 7. A guest asks for a recommendation on a red wine to pair with their steak dinner.
 - a. Walk through the steps of presenting a bottle of wine to the guest for approval.
 - b. After the guest approves the wine, describe the proper way to open the bottle and pour a taste for them.
- 8. A customer accidentally knocks over their glass of water. How would you handle this situation professionally?
- 9. A guest with a dietary restriction inquires about sugar-free cocktails. What steps would you take to accommodate their request?

Activity 3: Application



Scenario: You've just started your new job at a high-end restaurant. Your manager has emphasized the importance of providing exceptional beverage service, ensuring each drink is presented and served flawlessly.

- You're carrying a loaded tray with four glasses of red wine. Describe two safety precautions you would take to ensure a smooth and safe delivery to your customers' table.
- 2. A customer has ordered a cola. Explain the steps you would take to ensure the perfect serving of this beverage.
- 3. Imagine you have three different beverages on your serving tray: iced tea, hot chocolate, and a glass of Sauvignon Blanc. In what order would you serve these beverages to your customers, considering ideal drinking temperature?
- 4. A customer has ordered a pint of IPA. Describe the proper glassware and pouring technique you would use to enhance their beer-drinking experience.
- 5. Unfortunately, you accidentally spill a glass of red wine on a customer's plate. How would you handle this situation professionally and efficiently?

Topic 2.5: Clearing and crumbing down bar counter





Scenario: You're a server at a popular restaurant on a busy Saturday night. The dinner rush has just ended, and the bar area is crowded with patrons. Unfortunately, many tables haven't cleared their used glasses and coasters, creating a cluttered and messy bar counter. Your manager asks you to clear and clean the bar efficiently.

- 1. Identify and describe different techniques you can use to efficiently remove used glasses and coasters from the bar counter while minimizing disruption to guests.
- Explain different methods you can employ to effectively clean up crumbs and spills from the bar counter without creating a spectacle or causing a safety hazard.
- 3. What are the different clearing techniques you can use to efficiently remove empty glasses, bottles, and other clutter from the bar counter during a rush?
- 4. What factors should you consider when choosing the most appropriate clearing technique?
- 5. What is "crumbing down" in a beverage service setting? Explain the importance of this technique for maintaining a clean bar.
- 6. Describe different methods for crumbing down the bar counter. Which method is most effective for different types of spills?

Key Facts 2.5: Clearing and crumbing down bar counter

• Maintaining a Tidy Bar: Clearing and Crumbing Techniques

A clean and organized bar counter is essential for efficient service and a positive guest experience. Mastering clearing and crumbing techniques ensures a polished and professional environment.

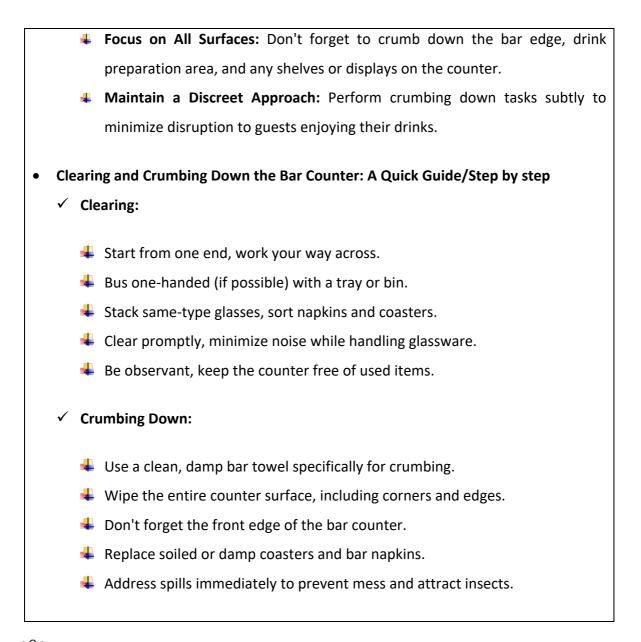
- ✓ Key Terms:
 - Clearing: Removing used glasses, plates, napkins, and other items from the bar counter.
 - Crumbing Down: Wiping away any crumbs, spills, or debris left on the counter after clearing.

• Clearing Techniques:

- Clear by Section: Work methodically, clearing one section of the bar counter at a time. This avoids clutter and ensures a systematic approach.
- Start from the Guest's Right: Follow proper etiquette by clearing used items from the guest's right side first.
- Remove Glasses and Bottles: Carefully remove empty glasses and bottles, placing them on a designated service tray. Avoid stacking glasses to prevent breakage.
- Clear Used Utensils: Collect used stirrers, straws, coasters, napkins, and any other utensils, disposing of them properly.
- Wipe Spills Promptly: Address any minor spills immediately using a clean, damp cloth to prevent stains and slipping hazards.

• Crumbing Down Techniques:

- Use a Crumb Tray and Cloth: A designated crumb tray and a clean bar towel are essential tools for this task.
- Brush Crumbs Gently: Gently brush crumbs from the counter using the bar towel towards the crumb tray. This prevents crumbs from scattering.



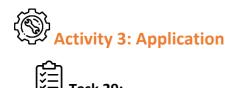
Activity 2: Guided Practice

Task 28:

Scenario: You're working behind the bar at a busy restaurant during lunchtime. Customers have finished their meals and drinks, leaving behind glasses, used napkins, and maybe even some crumbs. It's time to clear and crumb down the counter to prepare for the next wave of guests.

 Imagine you have a bus tub and a tray ready. Can you walk us through the steps of clearing a section of the bar counter efficiently?

- 2. In what order would you remove items from the counter (glasses, plates, napkins, etc.)?
- 3. How would you handle full and empty glasses differently?
- 4. What would you do with leftover food or condiments?
- 5. Once the main items are cleared, it's time to tackle any crumbs left behind. How would you go about this process?
 - a. What tools or equipment would you use for crumbing down the counter?
 - b. Describe the motion you would use to brush the crumbs onto your chosen tool.
 - c. Where would you dispose of the collected crumbs?



Scenario: You've just wrapped up a busy dinner shift at a restaurant. As part of your closing duties, you're responsible for cleaning and sanitizing the bar counter.

- 1. What are two different techniques you would use to clear the bar counter efficiently at the end of the night?
- 2. Describe two effective methods for removing crumbs and debris from the bar counter surface.
- 3. Outline the steps you would take to clean and sanitize the bar counter to ensure a safe and hygienic environment.
- 4. How can you ensure the bar counter remains relatively clean and organized throughout a busy shift?
- 5. Briefly mention one additional task you might perform while cleaning the bar counter to ensure it's fully prepared for the next shift.

Topic 2.6: Handling billing and payments





Scenario:You are a waiter at a popular restaurant on a busy Saturday night. The restaurant offers a wide variety of beverages, including cocktails, beers, wines, and non-alcoholic drinks. You are assigned a large table with eight guests celebrating a birthday.

- The guests have ordered a variety of drinks throughout the evening. Some have ordered multiple rounds, while others have shared drinks. How will you ensure an accurate and clear bill is prepared for each guest at the table, considering some may want to pay separately?
- 2. The restaurant offers several billing methods, including cash, credit card, and split payments. How will you explain these options to the large group and ensure everyone understands how to settle their bill?
- 3. The birthday guest wants to surprise the others by paying for the entire meal, including drinks. How will you present the individual bills while respecting the birthday guest's wish?
- 4. Some guests may have questions about specific charges on the bill, such as drink prices or happy hour discounts not reflected. How will you handle these inquiries and ensure customer satisfaction?
- 5. Imagine a guest attempts to pay with a foreign credit card. What steps will you take to ensure a smooth transaction, considering potential currency exchange rate calculations?

Key Facts 2.6: Handling billing and payments

• Ensuring Accuracy: Guest Bill Preparation and Billing Methods

Presenting an accurate and clear guest bill is crucial for a smooth checkout process. Here's a breakdown of key concepts:

✓ Key Terms:

- Guest Bill: An itemized list of all food and beverage items consumed by a guest, along with their corresponding prices and any applicable taxes.
- **Billing Methods:** The different ways a guest's bill can be calculated and presented.

• Preparation of Guest Bill:

- ✓ Maintain Accurate Records: Throughout service, keep track of all food and beverage items ordered by the guest. This can be done manually on a guest check or electronically on a point-of-sale (POS) system.
- Review Before Printing: Once the guest has finished their meal, double-check the bill for accuracy. Ensure all items are listed correctly, quantities are precise, and prices are current.
- ✓ Apply Taxes and Discounts (if applicable): Factor in any applicable taxes or discounts to the final bill amount.
- Present Professionally: Present the bill to the guest in a clear and organized manner. Use a clean bill presenter or folder.

• Billing Methods

- Time-Based Billing: Charges based on the duration of service (e.g., hourly rate for consultant).
- Usage-Based Billing: Charges based on resources used (e.g., data consumed on a phone plan).
- ✓ **Flat-Rate Billing:** Fixed fee for a specific service or project.
- ✓ **Project-Based Billing:** Fee based on the scope and complexity of a project.
- ✓ **Retainer Billing:** Client pays a recurring fee for guaranteed access to services.
- ✓ Value-Based Billing: Charges based on the perceived value delivered to the client.
- ✓ **Tiered Billing:** Offers different levels of service at different price points.

• Bill Preparation Process

 Gather Information: Collect details about products/services, quantities, prices, and customer data.

- Choose Billing Method: Select the appropriate method based on your service and client needs.
- Calculate Charges: Apply the chosen billing method to determine the total amount due.
- ✓ Generate Invoice: Create a document detailing the charges, including product/service breakdown, taxes, and payment terms.
- ✓ **Review & Approve:** Ensure accuracy of information before finalizing the invoice.
- ✓ **Deliver Invoice:** Send the invoice to the customer electronically or by mail.
- ✓ **Track & Record Payment:** Monitor and record payments received for the invoice.

• Billings Tools in Beverage Service

Guest Check:

A guest check is a paper form used to manually record food and beverage orders. It lists the items ordered, their prices, and the total amount due.

Table	Guests	Server	3027
SOUP/S/	AL - ENTR	EE - VEG/F	OT - DESSER
		_	
		_	
		_	
	SOUP/S	SOUP/SAL - ENTR	SOUP/SAL - ENTREE - VEG/F

Function: A paper form used to manually record food and beverage orders.

✓ Point-of-Sale (POS) System

A point-of-sale (POS) system is an electronic system for recording orders, calculating bills, and processing payments. It typically includes a touchscreen monitor, a barcode scanner, and a receipt printer.



Function: An electronic system for recording orders, calculating bills, and processing payments.

✓ Bill Presenter

A bill presenter is a folder or holder used to present the guest bill in a professional manner. It keeps the bill clean and organized, and adds a touch of polish to the service.



Function: A folder or holder used to present the guest bill in a professional manner. Image of Bill Presenter

Credit Card Terminal

A credit card terminal is an electronic device used to process credit and debit card payments. It allows customers to swipe, insert, or tap their cards to pay for their bill.



Function: An electronic device used to process credit and debit card payments.

✓ Cash Register

A cash register is a machine that records and stores cash transactions. It typically has a keypad for entering item prices, a display screen to show the total amount, and a drawer to hold cash.



Function: A machine that records and stores cash transactions, often used alongside a guest check system.

✓ Additional Notes:

- Some hotels may utilize mobile POS systems operated on tablets or smartphones, offering more flexibility for poolside or outdoor service areas.
- Depending on the hotel's size and technology adoption, some billing processes might be integrated directly with the guest's room charges, eliminating the need for a separate beverage bill.

Bill presentation

✓ Types of Bill Holders

There are various bill holders available, each serving a specific purpose and offering different functionalities. Here's a breakdown of some common types:

- **Wallet Billfold:**
- **Definition:** A built-in compartment within a wallet designed to hold cash bills.
- Image:



Wallet Billfold

• **Function:** Provides a secure and organized way to carry cash within your wallet.

4 Money Clip:

- \circ $\,$ $\,$ Definition: A slim metal clip used to hold folded cash bills together.
- Image:



Money Clip

• **Function:** Offers a minimalist way to carry cash, ideal for those who prefer a pocket-friendly option.

Cash Sleeves:

- **Definition:** Clear plastic envelopes designed to hold and protect cash bills.
- Image:

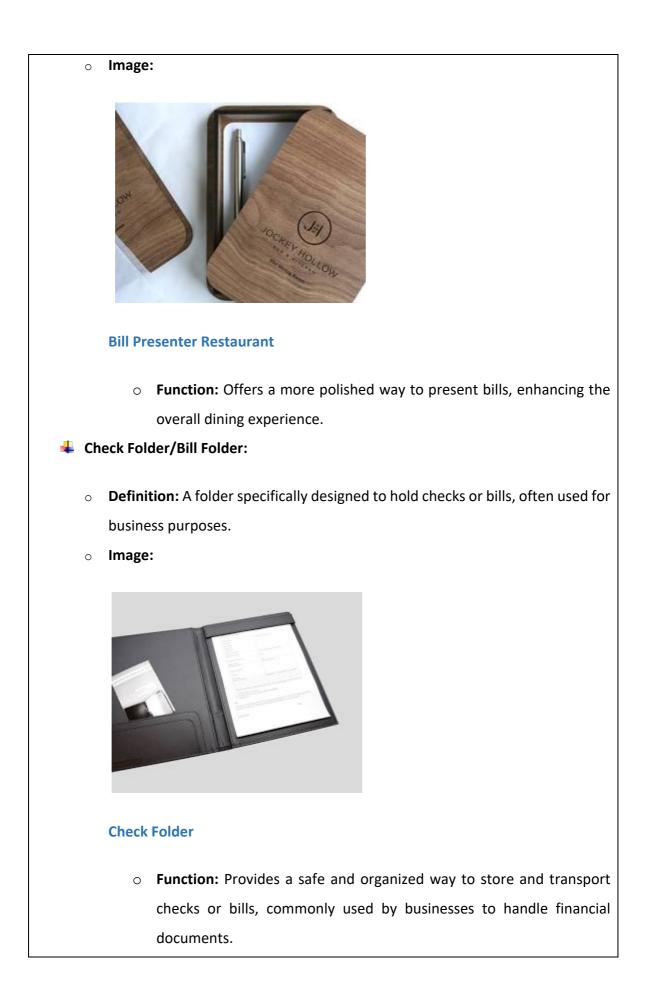


Cash Sleeves

• **Function:** Ideal for budgeting and keeping track of specific denominations, often used for categorized expense management.

Bill Presenter (Restaurant Setting):

• **Definition:** A professional-looking holder, typically made of leather or metal, used by restaurant staff to present bills to customers for payment.



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Receipt Holder:

- **Definition:** A small holder, often made of plastic or leather, used to store receipts for business transactions or personal purchases.
- Image:



Receipt Holder

- **Function:** Helps keep receipts organized and easily accessible for record-keeping or expense tracking.
- Bill Presentation Techniques
 - Timing: Present the bill at an appropriate time, ideally after the customer has finished their meal or service.
 - Clarity: Ensure the bill is clear, easy to read, and free of errors. Highlight crucial information like subtotal, tax, and total amount.
 - Presentation Method: Choose a professional way to present the bill. Consider a bill folder or a sleek bill presenter for restaurants.
 - Friendliness: Be polite and approachable when presenting the bill. Acknowledge the customer and offer assistance if needed.
 - Payment Options: Briefly explain available payment methods (cash, card, split payment) to avoid confusion.
 - ✓ **Thank You:** Always thank the customer for their business after presenting the bill.
 - ✓ Discreetness: For sensitive situations, offer to discreetly present the bill upon request (e.g., business lunch).

- Digital Options: Offer the option for digital bill presentation and payment if your system allows.
- Multiple Copies: Provide additional copies upon request, especially for groups splitting the bill.
- ✓ Upselling Opportunity (Optional): For restaurants, consider offering dessert menus or after-dinner drinks alongside the bill (optional depending on the situation).

• Handling Bill Related Queries

- ✓ Active Listening: Carefully listen to the customer's query and avoid interrupting.
- ✓ Empathy: Acknowledge the customer's frustration and show understanding.
- ✓ Verification: Review the bill and customer's concern to identify the issue.
- Explanation: Clearly explain the issue and proposed resolution (e.g., correcting an error, explaining a specific charge).
- Accuracy: Double-check any adjustments made to ensure bill accuracy before reprinting it.
- Multiple Options: If applicable, offer alternative solutions (e.g., removing an item, applying a discount).
- Manager Involvement: If necessary, involve a manager for complex issues or escalated situations.
- Documentation: Keep a record of the query, resolution, and any adjustments made.
- Customer Satisfaction: Ensure the customer is satisfied with the resolution before closing the matter.
- ✓ Preventive Measures: Analyze recurring queries to identify areas for improvement in billing clarity or communication.
- Handling Payments
 - ✓ Methods of Payment
 - **Cash:** Traditional method using physical currency (bills and coins).
 - Credit Cards: Electronic payment using a credit card network (Visa, Mastercard, etc.).

- Debit Cards: Electronic payment deducting funds directly from the customer's account.
- Mobile Wallets: Contactless payment using smartphones and apps (Apple Pay, Google Pay).
- Online Payment Gateways: Secure platforms for online transactions (PayPal, Stripe).
- **Electronic Checks (ACH):** Direct bank transfers initiated electronically.
- Buy Now, Pay Later (BNPL): Financing option allowing split payments over time.
- Cryptocurrency: Emerging method using digital currencies (Bitcoin, Ethereum).
- **Gift Cards:** Pre-paid cards with a specific value for purchases.
- Split Payments: Dividing the bill among multiple customers (often through apps).
- Accepting or Denying Payment
 - Authorization: Verify the validity of the payment method (e.g., sufficient funds on card).
 - Fraud Detection: Implement security measures to identify and prevent fraudulent transactions.
 - Risk Management: Assess potential risks associated with specific payment methods.
 - ✓ **Approval Limits:** Set limits for transactions requiring manager authorization.
 - ✓ **Receipts:** Provide clear and detailed receipts for all approved transactions.
 - Decline Reasons: Clearly communicate reasons for declined payments (e.g., insufficient funds, expired card).
 - Customer Communication: Inform customers promptly about declined transactions and offer alternative payment options.
 - ✓ **Refund Policy:** Establish a clear policy for handling refunds and returns.

- Chargebacks: Have a process in place for handling customer disputes and potential chargebacks.
- Record Keeping: Maintain accurate records of all transactions, payments received, and declined payments.

• Currency Exchange Rate Calculation

- ✓ Live Rates: Use real-time currency exchange rates for accurate calculations.
- ✓ Transaction Fees: Factor in any transaction fees associated with currency conversion.
- Margin/Markup: Optionally apply a small margin or markup to the exchange rate for profit.
- Customer Transparency: Clearly display the exchange rate and any applicable fees before completing the transaction.
- Automated Systems: Utilize automated systems or APIs to streamline currency conversion calculations.
- Manual Verification: Double-check exchange rates and calculations, especially for large transactions.
- Market Fluctuations: Be aware of potential market fluctuations and their impact on exchange rates.
- Fixed Rates: For specific situations, offer fixed exchange rates to guarantee the amount received.
- Customer Choice: Whenever possible, allow customers to choose between paying in their local currency or the seller's currency.
- Integration with Systems: Ensure currency exchange calculations are integrated seamlessly with your accounting and payment processing systems.



You're working as a server at a busy restaurant. You've just finished taking an order for a table of four. They've enjoyed their meals and drinks, and it's time to present the bill and handle their payment.

- 1. Outline the different methods used for billing in a restaurant?
- 2. Imagine you've used the restaurant's Point-of-Sale (POS) system to enter the order details. What information should be included on the bill?
- 3. The table seems ready for their check. How would you approach them to present the bill?
- 4. What are some different types of bill holders used in restaurants?
- 5. The customer asks if there's a happy hour discount they forgot to mention earlier. How would you handle this situation?
- 6. The customer chooses to pay by credit card. What steps would you take to process their payment?
- 7. What are some other methods of payment a restaurant might accept?
- 8. Imagine a customer wants to pay with a foreign currency. Can you explain how you might determine the exchange rate to accept their payment?

Activity 3: Application

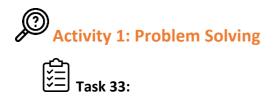


You've been working as a server at a busy restaurant for a few weeks now. You've mastered taking orders and ensuring customer satisfaction, but there's one area you'd like to improve: handling the billing process efficiently and professionally.

1. A table of four has just finished their meal. What information should you ensure is included on their bill when you prepare it?

- The restaurant offers a few different billing options (e.g., split bills, individual checks).
 Briefly explain two situations where you might recommend using separate bills for a table.
- 3. How would you ensure a professional and courteous bill presentation to your customer?
- 4. A customer questions the price of an item on their bill. How would you handle this situation professionally?
- 5. The customer wants to pay with a credit card. Walk through the steps you would take to process their payment securely and efficiently.

Topic 2.7: Collecting guest feedback



You are the manager of a popular coffee shop. Lately, you've noticed a decline in customer satisfaction. You suspect it might be related to the beverage service.

- 1. How can you effectively collect feedback from your customers about their beverage experience?
- 2. How can you ensure you are collecting feedback from a representative sample of your customers?
- 3. How can you categorize the different types of feedback you might receive about beverages?
- 4. How can you acknowledge and utilize positive feedback to maintain customer satisfaction?
- 5. How can you effectively address negative feedback about beverages to improve the service?

Key Facts 2.7: Collecting guest feedback

- Here are the types of guest feedback specific to beverage services:
 - ✓ Feedback related to the Quality and Selection:
 - Variety of Beverages: Do you offer a wide enough range of beverages (coffee, tea, cocktails, mocktails, soft drinks, etc.) to satisfy different preferences?
 - **Taste and Presentation:** Are the beverages well-made and appealing in presentation?
 - **Temperature:** Are hot beverages served hot and cold beverages served cold?
 - **Freshness:** Are ingredients fresh (e.g., coffee beans, fruits for cocktails)?

Knowledge of Staff: Do staff members have a good understanding of the beverages on offer, including ingredients and preparation methods?

✓ Feedback related to the Service:

- Friendliness and Attentiveness: Are staff members friendly, welcoming, and attentive to guest needs?
- **Wait Times:** Are beverages served promptly, especially during busy periods?
- Menu Recommendations: Do staff members offer helpful recommendations based on guest preferences?
- Upselling Techniques: Are upselling techniques used in a professional and non-intrusive way?
- ✓ Feedback related to the Value for Money:
 - Price vs. Quality: Do guests feel the price of beverages is fair in relation to the quality and experience?
 - Portion Sizes: Are beverage portions (e.g., coffee cup size) appropriate for the price?
- ✓ Feedback related to the Overall Experience:
 - Ambiance: Does the atmosphere of the beverage service area (bar, cafe, etc.) contribute to a positive experience?
 - **Cleanliness:** Are glasses, cups, and service areas clean and well-maintained?
 - Availability: Are popular beverage options readily available or do guests experience frequent shortages?
- ✓ Additional Considerations:
 - Special Dietary Needs: Does the beverage selection cater to guests with dietary restrictions (e.g., lactose intolerance, gluten-free)?
 - Sustainability Practices: Do guests appreciate any eco-friendly practices used in beverage service (e.g., compostable cups, locally sourced ingredients)? By understanding these specific types of feedback, beverage service providers can gain valuable insights into guest preferences and identify areas for improvement.

✓ Collecting Feedback:

- Comment Cards: Leave comment cards specifically focused on beverage service at tables or designated areas.
- Online Surveys: Craft surveys with questions targeting beverage quality, service, and value in your online surveys.
- Social Media Engagement: Encourage reviews on platforms like Yelp or Facebook, highlighting comments about your beverage selection and service.
- Direct Communication: Train staff to be approachable and encourage guests to share feedback directly with a manager or bartender.
- ✓ Steps for responding to guest feedback in beverage services:
 - Acknowledge All Feedback: Thank guests for their comments, both positive and negative.
 - Respond Promptly: Address negative feedback quickly to show you take concerns seriously.
 - Listen Actively: Pay close attention to details in the feedback to understand the guest's experience.
 - **Express Empathy:** Acknowledge the guest's frustration or disappointment.
 - Apologize for Issues: Take responsibility for any shortcomings in beverage service.
 - Offer Solutions: Outline steps you'll take to address the problem (e.g., remake a drink, offer a discount).
 - Communicate Actions: Inform the guest of any changes being made based on their feedback.
 - Follow Up: Check back with the guest later to ensure their satisfaction with the resolution.
 - Track & Analyze: Categorize and analyze feedback data to identify recurring issues.
 - Implement Improvements: Use feedback to improve beverage quality, staff training, or menu offerings.





Read the following scenario and answer the questions provided

Scenario: Imagine you're working as a server in a busy cafe. You've just served a table of four guests who seem to be enjoying their coffees and pastries.

- How can you encourage guests to provide both positive and negative feedback during their visit?
- 2. Imagine you've cleared their empty plates and they seem ready to leave. How would you approach them to ask for feedback in a friendly and professional way?
- 3. Can you tell me two ways guests might provide positive feedback about their beverages?
- 4. How might a guest give negative feedback about a drink?
- 5. A guest mentions their coffee is a bit too strong. What's the first thing you should do?
- 6. online review praising your service and the delicious iced tea selection. How can you acknowledge this positive feedback?

Activity 3: Application



Read the following scenario and answer the questions provided

You've just wrapped up a busy Saturday night shift at a popular restaurant. Your manager has emphasized the importance of gathering guest feedback to improve the beverage service experience.

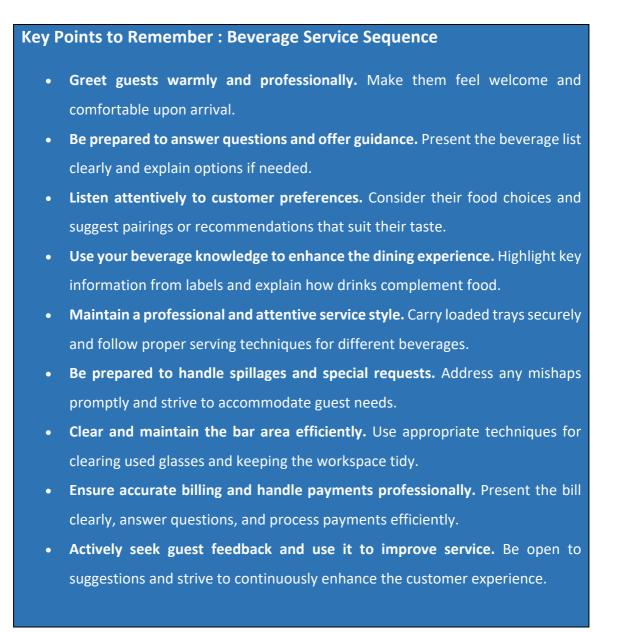
- 1. Guest feedback can be positive or negative. Can you name two different ways guests might provide feedback about their beverage experience?
- 2. Imagine a guest mentions they found their cocktail overly sweet. How would you handle this situation in a professional and helpful manner?

2. You notice a guest reading a beverage menu and looking confused. How could you proactively collect feedback on their beverage selection process?

Formative Assessment

- Describe two key aspects of effectively greeting a guest arriving at your beverage service station.
- 2. Briefly explain the difference between a manual and a computerized guest order taking system for beverages.
- 3. A customer is looking for a refreshing non-alcoholic beverage to complement their spicy pasta dish. What factors would you consider when recommending a suitable drink?
- 4. List two essential service techniques to ensure safe and efficient carrying of a loaded beverage tray.
- 5. When serving bottled or canned beers, what are two important considerations related to service temperature?
- 6. How would you handle a minor beverage spillage at a customer's table while maintaining a professional demeanor?
- 7. Briefly differentiate between "clearing" and "crumbing down" techniques used when cleaning a beverage service counter.
- 8. Outline the two main steps involved in the bill presentation process after a beverage service.
- 9. Why is collecting guest feedback important for a beverage service establishment?

Points to Remember?



Self-Reflection

- a. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes gained under this unit.
- b. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- c. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Understand the importance of creating a warm and inviting atmosphere for guests.					
Greet guests with a smile, make eye contact, and use positive body language.					
Be enthusiastic, approachable, and professional.					
Understand the different types of beverages available and their characteristics					
Actively listen to guest preferences, suggest options based on their needs, and use proper order-taking techniques.					
Be patient, attentive, and demonstrate a genuine interest in					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
fulfilling guest requests.					
Understand flavor profiles of food and beverages, and how to create complementary pairings.					
Analyze dishes and suggest beverages that enhance the overall dining experience.					
Be confident in making pairing recommendations and willing to explain the rationale behind them.					
Understand the importance of maintaining a clean and visually appealing bar area.					
Efficiently remove used glasses and empty bottles, clear spills promptly, and keep the bar surface clean and free of debris.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Maintain a sense of organization and prioritize keeping the bar area tidy throughout the shift.					
Understand different payment methods accepted at the establishment and basic cash handling procedures.					
Accurately calculate bills, process payments quickly and efficiently, and provide clear receipts					
Be courteous and professional when handling guest payments, ensure accuracy, and offer a positive experience during checkout.					
Recognize the importance of guest feedback for improving service quality.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Actively seek guest feedback in a polite and professional manner, learn to listen attentively to their comments and suggestions					
Be open to feedback, demonstrate a willingness to learn and enhance the guest experience based on their input.					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

OUTCOME 3: CARRY OUT CLOSING DUTIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to Carry out closing duties required to Serve beverages. It covers the Bar Inventory, Storing bar product carryovers, Submission report.

Self-Assessment: Outcome 3

- 1. Referring to the unit illustrations above discuss the following:
 - a. What does the illustration show?
 - b. Based on the illustration, what topics do you think will be covered under this unit?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

d. At the end of this unit, you will assess yourself again
--

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Identify different types of bar inventory (liquor, beer, wine, non-alcoholic drinks, garnishes).					
Explain the importance of maintaining accurate bar inventory records.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Understand factors affecting bar inventory levels (sales, breakage, spillage, shrinkage).					
Perform physical inventory counts using standardized procedures.					
Calculate discrepancies between inventory records and actual stock.					
Utilize inventory management software (if applicable).					
Value the importance of accurate inventory control for cost management.					
Demonstrate responsibility in maintaining proper stock levels.					
Practice attentiveness to prevent inventory loss through spillage or breakage.					
Identify proper storage conditions for different					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
types of beverages (temperature, light).					
Explain First-In, First- Out (FIFO) stock rotation principles to ensure freshness.					
Understand the importance of proper labeling on leftover products.					
Organize leftover beverages in a designated storage area.					
Implement FIFO rotation methods when restocking.					
Maintain proper hygiene and sanitation practices during storage.					
Value minimizing waste by maintaining proper storage conditions.					
Demonstrate a commitment to freshness and quality control.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Practice organization and attention to detail for efficient storage					
Identify different types of beverage service reports (inventory reports, sales reports).					
Understand the purpose and use of these reports for management.					
Explain the importance of data accuracy and clarity in reports.					
Compile data from inventory counts and sales records.					
Utilize appropriate reporting formats (paper, digital software).					
Communicate information clearly and concisely in reports.					
Value the importance of accurate and timely reporting for business operations.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Demonstrate professionalism when presenting reports.					
Practice attention to detail and accuracy when recording data.					



Knowledge	Skills	Attitudes
Identify different types	Perform physical	Value the importance of
of bar inventory (liquor,	inventory counts using	accurate inventory control
beer, wine, non-	standardized	for cost management.
alcoholic drinks,	procedures	
garnishes).		
Explain the importance	Calculate	Demonstrate
of maintaining accurate	discrepancies between	responsibility in
bar inventory records.	inventory records and	maintaining proper stock
	actual stock.	levels.
Understand factors	Utilize inventory	Practice attentiveness to
affecting bar inventory	management software	prevent inventory loss
levels (sales, breakage,	(if applicable).	through spillage or
spillage, shrinkage).		breakage.
Identify proper storage	Organize leftover	Value minimizing waste
conditions for different	beverages in a	by maintaining proper
		storage conditions.

Knowledge		Skills		Attitudes
types of beverag	jes	designated storage		
(temperature, lig	ght).	area.		
• Explain First-In, I	irst-Out •	Implement FIFO	•	Demonstrate a
(FIFO) stock rota	tion	rotation methods		commitment to freshness
principles to ens	ure	when restocking.		and quality control.
freshness				
Understand the	•	Maintain proper	•	Practice organization and
importance of p	roper	hygiene and sanitation		attention to detail for
labeling on lefto	ver	practices during		efficient storage.
products.		storage.		
Identify different	t types 🔹	Compile data from	•	Value the importance of
of beverage serv	vice	inventory counts and		accurate and timely
reports (invento	ry	sales records.		reporting for business
reports, sales rep	ports).			operations.
Understand the	purpose •	Utilize appropriate	•	Demonstrate
and use of these	reports	reporting formats		professionalism when
for management	t.	(paper, digital		presenting reports.
		software).		
• Explain the impo	ortance •	Communicate	•	Practice attention to
of data accuracy	and	information clearly		detail and accuracy when
clarity in reports		and concisely in		recording data.
		reports.		





Read the following scenario and answer the questions provided

You've just been hired as a bartender at a new establishment. It's your first day on the job, and the manager has tasked you with completing the bar inventory. You're unfamiliar with the process and want to ensure you do it correctly.

- 1. What are the different categories of items typically included in a bar inventory?
- 2. How can categorizing bar inventory simplify the stocktaking process?
- 3. Why is it important to rotate bar stock regularly?
- 4. What are some FIFO (First In, First Out) methods that can be implemented for stock rotation?
- 5. What information should typically be included on a bar inventory sheet? (e.g., item name, brand, quantity, price)
- 6. How can using a standardized inventory sheet ensure accuracy and efficiency?
- 7. How should different types of bar products (e.g., wines, spirits, juices) be stored to maintain quality?
- 8. What are some best practices for organizing and labeling bar inventory for easy access and identification?
- 9. What are the different types of reports commonly used in bar inventory management?
- 10. What key elements should be included in a well-written inventory report?
- 11. Imagine you're restocking the bar. How can you ensure proper stock rotation? (Describe a specific method)

Topic 3.1: Bar Inventory





Read the following scenario and answer the questions provided

You are the new manager of a popular sports bar. Business is booming, especially on game days when customers pack the bar for hours. However, you've noticed some issues with your beverage service that are impacting customer satisfaction and potentially costing you money.

- 1. Analyze the current state of your bar inventory. Consider factors like:
 - a. What types of beverages do you?
 - b. How much of each beverage do you typically keep on hand?
 - c. Is there a system for tracking inventory levels?
- 2. Identify and define the different types of bar inventory you might need to manage (e.g., liquor, beer, wine, soft drinks, mixers).
- 3. Explain the importance of bar stock rotation and how it can benefit your business.
- 4. How can you implement a stock rotation system at your bar?
- 5. Design a sample inventory sheet that your bartenders can use to efficiently track beverage stock levels.

Key Facts 3.1: Bar Inventory

• Bar Inventory

Bar inventory refers to all the alcoholic and non-alcoholic beverages, as well as related supplies, that a bar or restaurant establishment keeps on hand. Maintaining accurate and well-managed bar inventory is crucial for:

- Cost Control: Minimizing waste and ensuring you're not overstocked on slow-moving items.
- ✓ **Profitability:** Ensuring you have enough popular drinks to meet customer demand.

✓ Ordering Efficiency: Knowing exactly when to reorder supplies to avoid stock outs.

• Types of Bar Inventory

Bar inventory can be broadly categorized into three main types:

Bar inventory refers to all the alcoholic and non-alcoholic beverages, as well as related supplies, that a bar or restaurant establishment keeps on hand. Maintaining a wellmanaged inventory is crucial for profitability and smooth bar operations. Here's a breakdown of the different types of bar inventory you'll need to track:

- ✓ Alcoholic Beverages:
 - Liquor: This includes all distilled spirits like whiskey, vodka, rum, tequila, gin, etc. Categorize them by spirit type (brown liquors, white liquors, etc.) and consider factors like brand popularity, cost, and bottle size.
 - Wine: Red, white, rosé, sparkling wines categorize by varietal (Cabernet Sauvignon, Chardonnay, etc.) and consider factors like price point, region, and bottle size (standard, magnum).
 - Beer: Draft beers, bottled/canned beers categorize by style (lagers, ales, stouts, IPAs, etc.) and consider factors like keg size, popularity, seasonality, and bottle/can size.
 - Other Alcoholic Beverages: Liqueurs, cordials, pre-made cocktails (if applicable) categorize by type and consider factors like popularity and shelf life.
- **Non-Alcoholic Beverages:**
 - Soft Drinks: Colas, juices, sodas, sparkling water categorize by flavor and consider factors like brand popularity, packaging (cans, bottles), and portion size.
 - Coffee & Tea: Coffee beans, tea bags, loose-leaf tea categorize by type (espresso beans, green tea, etc.) and consider factors like brand, brewing method, and popularity.
 - Energy Drinks & Sports Drinks: Categorize by brand and consider factors like popularity and target audience.

Water: Bottled water, sparkling water – consider factors like brand, size (individual bottles, cases), and still vs. sparkling options.

✓ Bar Supplies:

- Garnishes: Citrus fruits, olives, cherries, herbs categorize by type and consider factors like seasonality, shelf life, and waste minimization.
- Mixers: Syrups, juices, bitters, soda water categorize by type and consider factors like brand, popularity in cocktails, and shelf life.
- Ice: Consider production methods (purchasing, in-house machine) and storage capacity.
- Dispensing Equipment: Draft tap systems, soda guns consider maintenance needs and functionality.
- Glassware: Cocktail shakers, glasses (highball, rocks, martini, etc.) categorize by type and consider factors like durability, breakage rates, and aesthetics.

✓ Other Considerations:

- Bar Tools: Muddlers, strainers, jiggers, bar spoons maintain a basic set for efficient drink preparation.
- **4** Napkins & Coasters: Essential for customer use and spill prevention.
- Cleaning Supplies: Sanitizers, detergents ensure proper hygiene and cleanliness standards are met.
- Bar Stock Rotation: Bar stock rotation, simply put, is the practice of using older stock before newer inventory. This ensures fresh drinks for your customers and minimizes waste from expired or outdated products. Here's why it's important and how to implement it effectively in your bar:
 - ✓ Benefits of Bar Stock Rotation:
 - Freshness: Customers expect fresh-tasting drinks. Rotating stock ensures ingredients haven't gone bad or lost their flavor profile.

- Reduced Waste: Prevents expired liquors, mixers, and garnishes from being thrown away, saving you money.
- Profit Optimization: Minimizes the risk of having to discount or write off outdated stock.
- Improved Inventory Management: Helps you identify slow-moving items and adjust ordering habits accordingly.
- Enhanced Customer Satisfaction: Fresh drinks lead to happy customers, who are more likely to return.

• Implementing Bar Stock Rotation:

- First In, First Out (FIFO): The cornerstone of stock rotation. Use older stock first, ensuring newer items stay fresh on the shelves.
- Date Coding: Label your inventory with the purchase or open date. This helps bartenders easily identify the oldest stock to use first.
- Regular Inventory Checks: Conduct regular inventory counts to track stock levels and identify items nearing expiration.
- Smart Ordering: Order based on usage patterns and projected sales. Avoid overstocking to prevent items from sitting for extended periods.
- Strategic Placement: Store recently purchased items behind older stock to ensure FIFO is followed naturally.
- Clearly Labeled Stock: Maintain clear labels on all bottles and containers to facilitate easy identification and rotation.

✓ Beverage Inventory Sheet (Sample)

- Bar/Restaurant Name: [Your Bar/Restaurant Name]
- 4 Date: [Date of Inventory Count]

By implementing these practices, you can establish a well-oiled bar stock rotation system. This ensures your bar serves the freshest drinks, minimizes waste, and ultimately boosts your profitability.

Category	ltem Name	SKU/Pro duct	Unit Cost	Starting Inventor	Received Inventor	Units Sold/Use	Ending Inventor	Total Value
	Vodka (Brand X)	LIQ-001	\$25.00	10	5	12	3	\$75.00
	Whiskey (Brand Y)	LIQ-002	\$32.00	8	3	7	4	\$128.0 0
Liquor	Rum (Brand Z)	LIQ-003	\$18.00	15	0	10	5	\$90.00
	Red Wine	WINE- 001	\$15.00	6 bottles	2 bottles	4 bottles	4 bottles	\$60.00
Wine	White Wine	WINE- 002	\$12.00	8 bottles	1 bottle	5 bottles	4 bottles	\$48.00
	Draft Beer	BEER- 001	\$5.00	(Full Keg)	1 Keg	(Dispens ed from	N/A	N/A
Beer	Bottled Beer	BEER- 002	\$2.00	24 bottles	0	18 bottles	6 bottles	\$12.00
olic	Soda (Brand)	NA-001	\$1.00	36 cans	12 cans	25 cans	13 cans	\$13.00
Non-Alcoholic	Juice (Brand)	NA-002	\$2.00	6 cartons	2 cartons	4 cartons	4 cartons	\$8.00
	Lemons	GAR-001	\$0.50	10	5	8	2	\$1.00
Garnishes	Limes	GAR-002	\$0.75	8	3	6	5	\$3.75

Notes:

- This is a sample sheet and you can customize it based on your specific needs.
- You can add additional categories (e.g., Mixers, Bar Supplies) and modify the columns as needed.
- Include the unit of measure for each item (e.g., bottles, cans, cartons).
- For draft beer, you can track keg levels instead of individual units.

By using a well-designed inventory sheet, you can efficiently track your beverage stock, identify reorder points, and ensure your bar service runs smoothly.

Category of tools and equipment	Tools and equipment	Use of the tools and equipment





Read the following scenario and answer the questions provided

You're a bartender at "The Tipsy Turtle," a popular bar known for its wide selection of cocktails and craft beers. Inventory management is crucial for keeping the bar running smoothly and profitably. Let's put your bar inventory knowledge to the test!

- 1. Can you name the two main categories of items included in a bar inventory?
- 2. Besides alcoholic beverages, what other types of products might you find on a bar inventory list?
- 3. Why is it important to rotate bar stock regularly?
- 4. How can you ensure you're using older inventory first to prevent spoilage or expiration?

- 5. Let's say you're tasked with completing a bar inventory sheet. What information would you typically find on this sheet?
- 6. Imagine a specific bottle of liquor. While taking inventory, what details would you record about this bottle on the sheet?





Read the following scenario and answer the questions provided

You've just started your first shift as a barista at a busy coffee shop. Your manager has explained the importance of maintaining a well-stocked inventory to ensure smooth service.

- 1. What are two main categories of items you would typically find in a coffee shop inventory?
- 2. Why is it important to practice stock rotation for perishable beverage items like milk and juice?
- 3. Imagine you're tasked with completing the daily inventory sheet for the coffee shop. What information would you record for each coffee syrup (e.g., caramel, vanilla)?
- 4. Describe a situation where you might need to adjust the bar inventory based on customer demand. How would you handle this scenario?

Topic 3.2: Storing bar product carryovers



Task 40:

Read the following scenario and answer the questions provided

You are the head bartender at a popular restaurant. It's your responsibility to ensure all beverages are stored properly to maintain quality and safety. However, you're facing some challenges with your current storage methods.

- 1. Brainstorm solutions to ensure proper beverage storage. Consider factors such as temperature control, organization, and product rotation.
- 2. Create a comprehensive plan for storing all beverage products effectively.

Key Facts 3.2: Storing bar product carryovers

• Storing Bar Product Carryovers: Bar carryovers refer to leftover alcoholic and nonalcoholic beverage products from a previous service period.

Proper storage of bar product carryovers is essential for maintaining their quality, freshness, and longevity. Here's a breakdown of recommended storage practices for different beverage categories:

- ✓ Storing Wines:
 - Temperature: Store wines at consistent cool temperatures (ideally 50-55°F) in a dark, vibration-free environment (like a wine cellar).
 - Positioning: Store wine bottles on their side to keep the cork moist, preventing drying and air exposure.
 - Light Protection: Avoid direct sunlight, as UV rays can deteriorate wine quality.
 - Store on their sides: This minimizes the exposed surface area and slows down oxidation.
 - Constant Temperature: Avoid drastic temperature fluctuations that can affect wine quality.

- **Darkness**: Protect wines from direct sunlight, which can deteriorate flavor.
- Vibration-Free Environment: Minimize vibrations that can disturb sediment in wines.

✓ Storing Juices:

- Temperature: Store unopened juices in a cool, dry place (around 50-60°F).
 Once opened, refrigerate and consume within a few days.
- Frozen Storage: Consider freezing excess juice in airtight containers for longer storage (up to 6 months).
- Container Options: Use original, opaque containers or transfer to airtight containers to minimize spoilage.
- Refrigerate Opened Juices: Opened juices are susceptible to spoilage and require refrigeration.
- Frozen Concentrates: Store unopened concentrated juices in a cool, dry place for extended shelf life.
- Airtight Containers: Transfer opened juices to airtight containers to prevent oxidation and contamination.
- First In, First Out (FIFO): Use older juices first to maintain freshness.

✓ Storing Garnishes:

- Freshness: Prioritize fresh ingredients and store them properly to maintain their visual appeal and flavor.
- Citrus Fruits: Store in a cool, dry place (around 60-70°F) in a breathable container (mesh bag or open bowl).
- Herbs: Wrap loosely in damp paper towels and store in the refrigerator's crisper drawer.
- Olives: Keep in their original brine in a cool, dark place. Once opened, refrigerate and consume within a week.
- Refrigerate Perishables: Store fresh fruits and vegetables like lemons, limes, and berries in the refrigerator.

- Airtight Containers: Cut or prepared garnishes need airtight containers to prevent browning and drying out.
- Proper Humidity: Maintain a slightly humid environment for fresh garnishes to prevent wilting.
- **First In, First Out (FIFO):** Use older garnishes first to minimize waste.

✓ Spirits and Liqueurs:

- Storage: Store in a cool, dry place away from direct sunlight and heat sources.
 Room temperature (around 70°F) is suitable.
- Shelf Life: High-alcohol spirits have a virtually indefinite shelf life when unopened. Opened bottles can last for years if stored properly.
- **Liqueurs:** Cream-based liqueurs have a shorter shelf life (opened or unopened) due to dairy content. Store them in the refrigerator after opening.
- Room Temperature Storage: Most spirits and liqueurs are shelf-stable and don't require refrigeration.
- Upright Position: Keep bottles upright to prevent leakage and maintain seal integrity.
- **Dark Storage:** Store away from direct sunlight to preserve color and quality.
- Tightly Sealed Bottles: Ensure caps or corks are secure to prevent evaporation and contamination.





Read the following scenario and answer the questions provided

You're working the night shift at a popular bar. It's closing time, and you need to ensure all the bar products are stored properly to maintain their quality and freshness for the next shift.

- 1. A. Where should red wines typically be stored?
 - a. Why is it important to keep wines away from direct sunlight?
- 2. How might the storage method differ for wines with a cork versus a screwcap closure?
- 3. How would you store leftover fresh-squeezed juices differently from commercially prepared juices that come already pasteurized?
- 4. Why is it crucial to label leftover juices with the date they were opened?
- 5. How would you store leftover fresh garnishes like lemon wedges or sprigs of mint compared to dehydrated garnishes like lime wedges?
- 6. What are some tips to maximize the shelf life of fresh garnishes?
- 7. Do spirits and liqueurs require special storage conditions regarding light and temperature?
- 8. How might the storage method differ for opened and unopened bottles of spirits and liqueurs?





Beverage Service Application

Scenario: You're working the closing shift at a bar. It's a busy night, but things are starting to wind down. You want to ensure all the leftover beverages are stored properly to maintain freshness and quality for the next shift.

1. How would you store leftover opened bottles of red and white wine to minimize spoilage?

- 2. Freshly squeezed juices tend to oxidize quickly. Describe two methods you could use to store leftover juice and extend its shelf life.
- 3. Citrus fruits like lemons and limes are commonly used as garnishes. How would you store leftover cut fruit to prevent them from drying out or becoming discolored?
- 4. High-proof spirits like vodka and rum have a long shelf life. However, opened bottles of liqueurs with cream or fruit bases can spoil. How would you differentiate your storage methods for these two types of beverages?
- 5. Briefly outline a general procedure you would follow to ensure all leftover beverages are stored appropriately at the end of your shift.

Topic 3.3: Submission report



Task 4

Read the following scenario and answer the questions provided

You are the new assistant manager at a popular coffee shop. Recently, several customer complaints have been received regarding slow service and inaccurate orders. Your manager has tasked you with investigating the issue and submitting a report with your findings and recommendations.

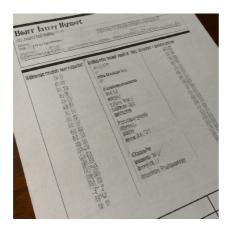
- 1. Identify the different types of reports used in the business world.
- 2. Explain which type of report would be most suitable for addressing the coffee shop's beverage service issues.
- 3. Outline the essential elements that should be included in your report about the beverage service problems.
- 4. Based on your research and the provided scenario, write a complete report addressing the coffee shop's beverage service issues.
 - a. Identify potential causes of slow service and inaccurate orders.
 - b. Propose specific recommendations for improvement.
- 5. Outline the typical process for submitting a report in a professional setting.
- 6.

Key Facts 3.3: Submission report

- Types of reports
 - ✓ Sales Reports:
 - Daily Sales Report: Tracks daily beverage sales by category (liquor, beer, wine, non-alcoholic), providing a quick snapshot of performance.



- Periodical Sales Report (Weekly, Monthly): Provides a more detailed breakdown of sales over a longer period, often compared to budget or previous year's data.
- Outlet Sales Report: Tracks sales performance for specific bars or outlets within the hotel (e.g., pool bar, lobby bar).
- ✓ Inventory Reports:
 - Bar Inventory Report: Lists all beverage items in stock, their quantities, and potential costs. Helps identify stock levels and reorder points.



- Inventory Variance Report: Compares actual inventory levels to theoretical inventory based on sales and purchases. Helps identify discrepancies and potential shrinkage.
- ✓ Cost Control Reports:
 - Beverage Cost of Goods Sold (COGS) Report: Tracks the cost of beverages sold as a percentage of total beverage sales.
 - Pour Cost Report: Analyzes the amount of liquor poured compared to sales, identifying potential overpouring or waste.



- ✓ Labor Reports:
 - Bar Labor Cost Report: Tracks employee hours worked in the beverage department, helping analyze labor costs and identify areas for optimization.
- ✓ Guest Feedback Reports:
 - Bar Guest Feedback Report: Summarizes guest feedback related to the beverage service, highlighting areas for improvement and positive aspects.
- ✓ These reports are crucial for hotel beverage operations managers to:
 - **Track Sales Performance:** Monitor sales trends and identify areas for growth.
 - **Manage Inventory:** Ensure adequate stock levels and minimize waste.
 - **Control Costs:** Monitor beverage costs and implement cost-saving measures.
 - **Optimize Labor:** Schedule staff effectively and control labor expenses.
 - Improve Guest Satisfaction: Gain insights from guest feedback and enhance the beverage service experience.

By utilizing these reports effectively, hotel beverage operations can make data-driven decisions, maximize profitability, and ensure a positive guest experience.

• Elements of Beverage Service Reports (by Beverage Type)

Here's a breakdown of the key elements typically included in beverage service reports, categorized by beverage type:

- ✓ Liquor Reports:
 - Sales: Total liquor sales, broken down by specific types (e.g., vodka, whiskey, rum).
 - **Inventory:** Current on-hand inventory of liquor, including quantity and cost.

- Pour Cost: Percentage of liquor poured compared to sales, identifying potential overpouring or waste.
- Cost of Goods Sold (COGS): Cost of liquor sold as a percentage of total liquor sales.
- ✓ Wine Reports:
 - Sales: Total wine sales, categorized by varietal (e.g., Cabernet Sauvignon, Chardonnay).
 - Inventory: Current on-hand inventory of wine, including quantity, cost, and bottle size (standard, magnum).
 - **Sales by Glass vs. Bottle:** Tracks sales of wine by the glass and by the bottle.
 - Inventory Turnover: Rate at which wine inventory is sold and replaced, indicating popularity and potential for waste.
- ✓ Beer Reports:
 - **Sales:** Total beer sales, categorized by style (lagers, ales, stouts, IPAs).
 - Inventory: Current on-hand inventory of beers, including quantity, cost, and keg size or bottle/can count.
 - **Uraft Beer Sales:** Tracks sales specifically for draft beers.
 - Keg Waste: Identifies any wasted keg contents due to spoilage or improper tapping.

✓ Non-alcoholic Beverage Reports:

- Sales: Total sales of non-alcoholic beverages, categorized by type (sodas, juices, coffee, tea).
- Inventory: Current on-hand inventory of non-alcoholic beverages, including quantity and cost.
- Sales by Category: Tracks sales of specific non-alcoholic categories like bottled water, coffee drinks, or fresh juices.
- **Waste:** Identifies any expired or wasted non-alcoholic beverage items.

- ✓ Additional Elements (For All Beverage Types):
 - Sales Comparison: Compares current sales data to previous periods or budget targets.
 - Guest Feedback: Summarizes guest feedback related to specific beverages or service aspects.
 - Promotions & Events: Tracks the impact of promotions or events on beverage sales.
 - Labor Costs: Analyzes labor costs associated with specific beverage service areas (e.g., bartenders, servers).
- **Completing Reports in Beverage Services:** Accurate and insightful reports are vital for effective beverage service operations. Here's a guide to help you streamline the process of completing these reports:
 - ✓ Before You Begin:
 - Identify Report Type: Understand the specific report you need to complete (e.g., daily sales report, inventory report, etc.).
 - Gather Data: Collect all necessary data from your point-of-sale system, inventory management software, or physical inventory counts.
 - Prepare Templates: Use pre-made report templates or create a clear and organized format for data entry.
 - ✓ Completing the Report:
 - Sales Data: Input sales figures for each beverage category (liquor, wine, beer, non-alcoholic) from your point-of-sale system.
 - Inventory Data: Record current inventory levels for each beverage item, including quantity and cost. Utilize inventory management software or physical count data.
 - Calculations: Perform calculations required for the report, such as pour cost percentages, inventory variance, or cost of goods sold (COGS).
 - Guest Feedback: Include relevant excerpts or summaries of guest feedback related to beverage service.

Comparative Analysis: Compare current data to previous periods, budget targets, or industry benchmarks to identify trends and areas for improvement.

✓ Benefits of Effective Reporting:

- Improved Decision-Making: Data-driven insights empower you to make informed decisions regarding beverage service operations.
- Cost Control: Identify areas for cost reduction through better inventory management and labor optimization.
- Enhanced Profitability: Optimize pricing strategies and minimize waste to boost profitability.
- Guest Satisfaction: Use guest feedback to improve the beverage service experience and increase customer satisfaction.
- Communication & Collaboration: Reports facilitate communication and collaboration between management and staff.
- Submission process of report: The specific submission process for reports in beverage services can vary depending on the size and structure of your establishment. Here's a general outline of the common steps involved:
 - ✓ Report Completion:
 - Ensure your report is complete and accurate, including all required data and analysis (as discussed previously).
 - Proofread the report carefully for any errors in formatting or data entry.

✓ Reporting Hierarchy:

Identify the designated recipient of your report. This could be a beverage manager, bar supervisor, or general manager. ✓ Submission Method:

- Digital Submission: Many establishments utilize digital reporting systems for efficiency. Upload your report to a designated platform or email it to the recipient.
- Paper Reports: For some operations, paper reports might still be used. Submit your completed report physically to the designated manager's office.
- ✓ Frequency:
 - The frequency of report submission depends on the type of report. Daily sales reports might be submitted electronically at the end of each shift, while inventory reports might be submitted weekly or monthly.

Activity 2: Guided Practice



Scenario: You're working the afternoon shift at a popular cafe. A rush of customers has just arrived, and you need to prepare several beverage orders efficiently and accurately.

- Can you name two different types of reports that might be used in beverage service? (Think about daily activities and potential issues.)
- 2. Imagine you need to submit a report about a broken espresso machine. What are three essential elements you should include in your report?
- 3. The cafe manager has requested a report on yesterday's iced tea sales. What information would be helpful to include in this report?
- 4. How would you ensure your report on the iced tea sales reaches the cafe manager efficiently?



Scenario: You've been tasked with creating a report on a recent inventory check at your cafe. This report will be used to inform future ordering decisions and ensure you have enough stock to meet customer demand.

- Besides inventory checks, what are two other types of reports you might be responsible for in beverage service?
- 2. What are three essential elements you should include in your inventory check report?
- 3. Imagine you're particularly low on a popular coffee blend. What additional information would be helpful to include in your report for this specific item?
- 4. How would you ensure your inventory check report reaches the appropriate person(s) within the cafe?
- 5. Imagine a situation where you might need to submit a positive report about a specific beverage supplier. Describe the scenario and the key details you'd include in the report.



- 1. Briefly explain the difference between a physical inventory count and a perpetual inventory system used in bar management. (2 points)
- 2. Why is it important to practice proper bar stock rotation?
- 3. Imagine you're completing a bar inventory sheet. What are two key pieces of information you should record for each beverage item?
- 4. Match the following storage requirements with the appropriate beverage type:

BEVERAGE TYPE	STORAGE REQUIREMENTS
1. Garnishes	a. Room temperature, sealed containers
2. Spirits and Liqueurs	b. Well-ventilated, cool area
3. Wines	c. Airtight containers, refrigerated
4. Juices	d. Cool, dark location, away from direct
	sunlight

- 5. Briefly explain the importance of proper wine storage for maintaining quality.
- 6. Freshly squeezed juices have a shorter shelf life than commercially produced ones. How can proper storage practices help extend the shelf life of fresh juices?
- 7. List two examples of how improper storage of garnishes could negatively impact the customer experience.
- 8. Why is it important to store spirits and liqueurs in sealed containers?
- 9. Briefly describe the purpose of submitting a closing report on bar inventory.
- 10. List two essential elements you should include in your closing inventory report.
- 11. Imagine you noticed a significant discrepancy between your physical inventory count and the perpetual inventory system for a specific liquor. What additional information would be helpful to include in your report?
- 12. How would you ensure your closing inventory report reaches the appropriate person(s) within the establishment?

Points to Remember

- **Regular Stock Checks:** Conduct regular physical inventory counts to ensure accuracy compared to your perpetual inventory system.
- **Stock Rotation:** Maintain a "first-in, first-out" approach to prevent spoilage and ensure fresh ingredients for beverages.
- **Inventory Sheets:** Complete inventory sheets accurately, recording key details like item name, quantity, and cost.
- **Proper Storage:** Follow specific storage practices for different beverages to maintain quality and freshness.
 - ✓ Wines: Store in a cool, dark location with minimal light and vibration.
 - ✓ Juices: Keep refrigerated in airtight containers to prevent spoilage.
 - ✓ Garnishes: Store in a well-ventilated, cool area to maintain freshness and prevent wilting.
 - Spirits & Liqueurs: Store in sealed containers at room temperature for optimal quality.
- **Organization:** Maintain a clean and organized bar area for efficient service and stock management.
- **Closing Reports:** Submit accurate and timely closing reports on bar inventory, highlighting discrepancies or potential issues.
- **Report Elements:** Ensure reports include clear and concise information, such as date, inventory levels, and any relevant notes.
- **Submission Process:** Deliver closing reports to the designated supervisor or manager using the preferred method (e.g., email, physical form).



- a. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes gained under this unit.
- b. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- c. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - 1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Identify different types of bar inventory (liquor, beer, wine, non-alcoholic drinks, garnishes).					
Explain the importance of maintaining accurate bar inventory records.					
Understand factors affecting bar inventory levels (sales, breakage, spillage, shrinkage).					
Perform physical inventory counts using standardized procedures.					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Calculate discrepancies between inventory records and actual stock.					
Utilize inventory management software (if applicable).					
Value the importance of accurate inventory control for cost management.					
Demonstrate responsibility in maintaining proper stock levels.					
Practice attentiveness to prevent inventory loss through spillage or breakage.					
Identify proper storage conditions for different types of beverages (temperature, light).					
Explain First-In, First- Out (FIFO) stock rotation principles to ensure freshness.					
Understand the importance of proper					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
labeling on leftover products.					
Organize leftover beverages in a designated storage area.					
Implement FIFO rotation methods when restocking.					
Maintain proper hygiene and sanitation practices during storage.					
Value minimizing waste by maintaining proper storage conditions.					
Demonstrate a commitment to freshness and quality control.					
Practice organization and attention to detail for efficient storage					
Identify different types of beverage service reports (inventory reports, sales reports).					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Understand the purpose and use of these reports for management.					
Explain the importance of data accuracy and clarity in reports.					
Compile data from inventory counts and sales records.					
Utilize appropriate reporting formats (paper, digital software).					
Communicate information clearly and concisely in reports.					
Value the importance of accurate and timely reporting for business operations.					
Demonstrate professionalism when presenting reports.					
Practice attention to detail and accuracy when recording data.					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.



Integrated situation

Kigali Nziza hotel is a five stars hotel located in Kigali city, Gasabo district and is expecting to receive a delegation of 5 VIPS from RDB, 1st person will have virgin margarita mocktail, 2nd personal will have virgin mojito mocktail, 3rd person will consume virgin cosmopolitan mocktail, 4th will take Red wine Orelle Cabernet Sauvignon and the fifth will have White wine Chateau de hartes. The hotel doesn't have a professional waiter/waitress to serve the guests. As a professional waiter/ waitress you are hired by the Hotel manager to provide services to the received guests.

TASK 3:

- Set a table of two covers according to a la carte.
- Make a mise en place and serve red wine Orelle Cabernet Sauvignon.
- Serve red wine Orelle Cabernet Sauvignon.

Instructions:

• The task must be completed within two (2) hours

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