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Inspection Report

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**INSPECTION OF BARTENDER STATION**

**SPEED AND EFFIENCY**

**October 2013**

**INTRODUCTION**

Behind the bar at Hooligan’s Bar and Grill a lot more is happening then what one might think, and a lot of little things can have a huge impact on how fast you get the drink that you ordered. As with the beginning of any school year the business starts to pick up and issues that have been ignored all summer need to be addressed. Far too often are these issues not brought to light and they play a huge role in the disorganization and clutter that starts to happen when the Bartender is three rows deep and there’s nothing but standing room in sight.

This is an Inspection Report describing what is slowing down the Bartenders at Hooligan’s Bar and Grill. This information is intended for use by Owner, Richard Benson and Bar Manager, Abby Sorenson so that they can make the necessary improvements to increase the speed of the Bartenders and the overall experience for customers. This report will step through and address each issue one by one and run through a possible solution for each situation.

**PROBLEM A**

Having only a single till and cash drawer creates a major jam when entering in a sale, adding something to a tab, or having to break cash for change. When you have multiple Bartenders trying to use a single till all at a single time you end up with Bartenders standing around and waiting for each other to finish. The solution to this is a simple one, and the equipment is already set up, just add another cash drawer. Hooligan’s is already set up with two POS (Point of Sale) systems behind the bar yet only one of them is being used. Adding a cash drawer wouldn’t cost the business any extra money other than a manager staying a little bit later to count down an extra till. It should be noted that the other five nights of the week this extra till would never have to be used. The benefits of this would speed up ringing in drinks, adding drinks to tabs and would also prevent a jam up of Bartenders in one area.

**PROBLEM B**

Having only one well to make drinks in is a lot like only having one till to ring drinks into. Although, I personally find this problem to be the most severe and slows us down as Bartenders the most. This too is a simple solution; open another well. Just like the above till issue, all the necessary equipment is there, they just have to be set up accordingly. Setting them up would only include filling the well full of ice, putting pourers on every bottle, and cleaning the soda lines. Obviously the first two of these are thirty second jobs and can be done by any Bartender so the only cost the business may come across is hiring a professional to do a cleaning of the soda lines. The benefits of opening up another well go on and on, but it would really open up an entirely new work station, meaning no more jams when making drinks and potentially doubling the amount of work that can be done at any given.

**PROBLEM C**

A Barback is someone that is basically the Bartenders assistant. They take care of making sure dishes get washed, beer and liquor are stocked at all times, and really, anything else the Bartender may need. Currently Hooligan’s does not have a Barback and this causes the Bartenders to switch over to plastic fifteen minutes after the band starts playing, changing their own kegs, and having to stock their own liquor and beer. The solution to this would cost a little extra but still not much more than minimum wage. Barbacks would get a “tip out” from the Bartenders and Servers working that night and that usually offsets the low pay rate and makes for a not so bad night. The benefits would take a lot of extra work off the Bartenders hands and really speed up serve times.

**PROBLEM D**

As with every bar in Fargo/Moorhead the prevention of serving alcohol to minors has become a major concern. Compliance checks go out of their way to try and catch bar staffs that are not checking ID’s to make sure that their consumers are of legal drinking age. The most efficient prevention method of this would be to hire Security personal. In a bar the size of Hooligan’s you would only need one guy. This guy could also take care of some of the Barback duties and would also would receive a tip out at the end of the night, although usually much less than what a Barback could expect. Most nights the Barback and Security personal could be the same guy. This would take the tedious job of checking everybody’s ID as they enter the establishment off of the Bartenders hands simultaneously preventing any minors from being served alcoholic beverages.

**CONCLUSION**

These are really small problems with essentially really simple solutions. These are also problems that don’t usually surface until under major pressure so no one is really to blame here other than just lack of proper management. I believe by hiring one or two guys, adding a till, and adding another well the speed of any Bartender can be greatly improved. I also believe that this would create a much more pleased cliental base with much shorter wait times for drink orders.