

Opening the Main Winery

1. Purpose

The purpose of this procedure is to establish requirements for opening the main winery location, ensuring all systems are operational, facilities are clean, and the venue is ready for guest service.

2. Scope

This procedure is applicable to all opening staff at the Greenhouse Winery main location.

3. Responsibilities

The responsibilities for the completion of this procedure are defined in Section 5.

4. Definitions

Opening Checklist: Physical checklist binder located under Register 1, organized by date

5. Procedure

A. Initial Setup and Documentation

Initial Setup

Procedure / Form	Process Step / Activity	Responsible Function
Opening Checklist	Retrieve opening and closing procedure checklist binder from under Register 1 and open to the current date.	Opening Staff
	↓	
Facility Lights - Electrical Closet	Go to the electrical closet at the main entrance. Flip on 4 switches with tan covers and 1 switch with white cover. Turn on front chandelier, switch located to the left of the main door.	Opening Staff
	↓	
Kitchen Lights	Go to the kitchen. Flip the 3 switches to the right of the door.	Opening Staff
	↓	
Unlock Front Door	From the electrical closet, retrieve a small Allen wrench from the top shelf.	Opening Staff

	<p>Insert the Allen key into the hole in the front door handle and turn counterclockwise to unlock.</p> <p>Return the Allen key to shelf.</p>	
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Cigar Case Light	<p>Locate the light switch at the bottom left of the cigar case and press the power button.</p> <p>(It is a 3-button switch: plus, power, minus).</p>	Opening Staff
	↓	
Pop Cooler	<p>Turn on the 2 red switches on the outside top right of the cooler.</p>	Opening Staff
	↓	
Wine Cooler	<p>Turn on the light switches in the machine, located inside to the top right.</p>	Opening Staff
	↓	
Beer Cooler	<p>Turn on the light switches in the machine, located inside to the top right.</p>	Opening Staff

B. Register Count and Verification

Register Count

Procedure / Form	Process Step / Activity	Responsible Function
Reconciliation Sheet	Count Register 1 using the Reconciliation Sheet. Record the quantity of each bill and coin denomination. Verify the total equals \$300. Record date, time, and initials in the Opening column.	Opening Staff
	↓	
Reconciliation Sheet	Count Register 2 using the Reconciliation Sheet. Record the quantity of each bill and coin denomination. Verify the total equals \$300. Record date, time, and initials in the Opening column.	Opening Staff
	↓	
Discrepancy Protocol	If the register count does not equal \$300, notify a manager immediately before proceeding.	Opening Staff / Manager

C. Equipment Setup

Equipment Setup

Procedure / Form	Process Step / Activity	Responsible Function
Slushy Machine	Press the button on each of the 2 machines until the display reads SLUSH .	Opening Staff
	↓	
Sample Station	Verify the sample station is clean and place a towel and bottle opener on the bar.	Opening Staff
	↓	
Chalkboard Signs	Verify Last Call and Closing times are correct on chalkboards behind the tasting area. If changes are needed, retrieve the liquid chalk markers and eraser from the office by the bathroom door. Erase the incorrect	Opening Staff

	information and update with the correct times.	
	↓	
Water Station	<p>Go to the kitchen. Retrieve a water station tray from the 4th shelf up (labeled Water Station).</p> <p>Fill the tray with ice from the ice machine and water from the sink. Place the water on the base by the side door.</p>	Opening Staff
	↓	
Soda Fountain Ice	<p>Go to the kitchen. Remove the cover from the soda machine ice reservoir.</p> <p>Fill the reservoir to the halfway mark using a scoop from on the top of the ice machine.</p> <p>Replace cover and scoop.</p>	Opening Staff

D. Facility Inspection and Cleaning

Facility Inspection

Procedure / Form	Process Step / Activity	Responsible Function
Men's Bathroom	<p>Turn on the lights. Check toilet paper, cleanliness of toilets and sink, empty trash if needed.</p> <p>Restock supplies from the cabinet by bathroom entrance if needed. The key is attached to the fire extinguisher by the back door.</p>	Opening Staff
	↓	
Women's Bathroom	<p>Turn on the lights. Check toilet paper, cleanliness of toilets and sink, empty trash if needed.</p> <p>Restock supplies from the cabinet by bathroom entrance if needed. The key is attached to the fire extinguisher by the back door.</p>	Opening Staff
	↓	
Winter Igloos	Go to the back patio. Unzip each of the 5 igloos. Inspect for standing water, damage, or cleanliness issues. Report any issues to the manager.	Opening Staff
	↓	
Tables	Spray down and wipe tables using cleaning supplies from under the bar at the end by the cocktail station.	Opening Staff
	↓	
Vacuum	Go to the back of kitchen. Take vacuum from the charger. Vacuum the rugs in the tasting room, foyer, and by the back door. Return the vacuum to the charger.	Opening Staff

E. Administrative Tasks

Administrative Setup

Procedure / Form	Process Step / Activity	Responsible Function
Reservation Review	<p>Check the reservation book, either in the office or kitchen. Note the reservation counts for the upcoming weekend to check capacity for new bookings.</p> <p style="text-align: center;">↓</p>	Opening Staff
Voicemail Check	<p>Check the phone display for missed calls/voicemails.</p> <p>Press the 3-bar menu. Scroll to Messages (3rd icon, two circles). System dials messaging service. Enter password: 2000. Press 1 to access the voicemail.</p> <p>Listen to the messages, write down the caller name and number. Press 7 to delete after noting. Call back or forward to the appropriate staff as needed.</p>	Opening Staff

F. Music and Display Systems

Technology Setup

Procedure / Form	Process Step / Activity	Responsible Function
Sonos Music System	<p>Go to the office. Unlock the iPad (password: 2000). Open Sonos app.</p> <p>If a station is available at bottom, press Play.</p> <p>If error: Navigate to Services > Pandora > Business Stations > Select a station.</p> <p>Press Play on Back Patio +4. Adjust volume for the 5 speaker zones (Back Patio, Banquet Hall Back, Banquet Hall Front, Front Patio, Tasting Room).</p>	Opening Staff
Front Tasting Room TV	<p style="text-align: center;">↓</p> <p>From the sampling station, retrieve the Roku TV remote. On the home screen, scroll to the Roku Media Player app. Press Play to start a slideshow of event photos.</p>	Opening Staff
Back TV	<p style="text-align: center;">↓</p> <p>Use the Sharp remote. When the TV turns on, press the Menu button. Select Start Slideshow from the menu. Slideshow displays event graphics.</p>	Opening Staff

Seasonal Procedures:

- Summer: Water potted plants
- Summer: Check outside fountain for water flow. If not flowing, use a hose attached to the building to fill the fountain.
- Summer: Place takeout chalkboard sign near Pergola
- Winter: Inspect igloos (covered in Section D)

Final Step:

Mark all completed items on the Opening Checklist in the binder under Register 1.

6. References

Opening and Closing Checklist Binder (located under Register 1)

REVISION HISTORY

Date	Revision #	Description of Revisions and reason for the change	Author	ISO Process Owner (Signature and Date)	Management Representative (Signature and Date)
01/22/2026	0	Initial Release	Greenhouse Winery		