



MIXOLOGY

GUIDING ORDERS

Facilitator Guide

THE GOAL

FACILITATOR NOTES

Read: text below

At the end of this module, you should be able to:

- List the menu offerings and match them to customer needs
- Guide a customer through the ordering process by describing our menu offerings
- Place customer orders

Learning our menu and beverage recipes will help you engage with customers and assist them with their selections.



MENU OVERVIEW

Each location will have a curated menu including Italian and local offerings. All locations will have the beverage categories listed below. Review your unique Mixology menu.

Wine	Aperitivo
<ul style="list-style-type: none">• Sparkling• White• Rose• Red	Digestivo
	Cocktails
Beer & Cider	Additional beverage categories unique to location
Spiritfree Beverages	

Say: Our Mixology Program is dynamic and has an option for every preference based on the experience the customer wants. The bar offers a curated menu with Italian and local offerings, including the categories for your store.

Review: Categories listed above.

Say: Alcohol service begins at (insert hours for your location) and aperitivo food pairings begin at 4p in celebration of aperitivo hour. **Do:** Review the mixology menu.

Say: Our beer and wine menu offers selections from Italy and local offerings when possible.

Ask: How familiar are you with Italian wines and beer?

Say: We will review each of our offerings in greater detail in the next learning block.

Ask: What are the most popular wine and beer requests from customers? If a customer asks for a type of wine or beer that we do not have, what will you recommend in its place?

Do: Review the Wine Substitutions QRG for more information.

Say: The *Spirito di Milano* is celebrated through our aperitivo offerings. This is a unique experience for customers which many may not have experienced.

Do: Review the after 4p aperitivo food menu.

Ask: What experience do you have with aperitivo beverages and food? How will you share the story of aperitivo and Princi with your customers? How will you describe the aperitivo offerings?



POINT OF SALE

Take a few minutes to familiarize yourself with the Mixology POS screens:

- Beer, wine, aperitivo and digestivo
- Aperitivo food
- Spiritfrees
- Cocktails

CHIT SYSTEM STANDARDS

The Chit system you learned about in barista training applies to the Mixology zone.

Identifiers are important in delivering the customer experience and adhering to legal requirements.

Be sure to include so:

- The partner delivering the beverage has confirmation the customer has showed the appropriate identification
- The partner delivers the beverage to the correct customer

Be sure to include seat and table numbers if applicable.

Say: Now we will do a quick review of the Mixology POS screens to orient ourselves.

Do: Navigate the POS screens repeating until partner(s) are familiar with the various product groups and locations of each.

Say: Now let's review the bar seat numbers and table numbers (if applicable).

Do: Review the Bar Seat and Table Numbers QRG.

Say: During barista training you reviewed the chit system standards. Take a moment to review this portion of your module. If the chit does not include a name and identifiers, and you did not take the initial order and check ID, you must ask for ID prior to handing the beverage off.

Ask: Any questions regarding chit system standards?

REVIEW

Read: text below

Your engagement is crucial to creating an elevated customer experience every time.

Our beverage selection is so unique and special, that we want to engage with the customer to share the stories of the drinks with them as their experience unfolds.

You will be the customers' personal guide, offering recommendations from the menu based on their preferences.