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## Mixology Curiosity & Craft Facilitator Notes: Beer and Wine

### Getting Started

Use this guide to facilitate the demonstration of Mixology service and beverage workflows as part of the Mixology Curiosity & Craft activities.

Reference the appropriate beverage workflows for partners to follow along.

### Objectives:

- Highlight Passion for Service nuances, mixology beverage workflows and beverage preparation
- Be sure to emphasize key points and reasons why
- During practice rounds, ensure bartenders can engage customers while building beverages

### Total Service Workflow + Beer and Wine Workflows:

#### WELCOME:

1. Greet: When a customer enters the bar, we should feel excited, grateful, and ready.
  - Excited, because this moment is what all the training and studying has been for
  - Grateful, because this person chose us - they chose to spend their hard-earned money and spend their precious time at our bar - That is incredible!
  - Ready, because we respect ourselves, the customer, and each other, and therefore, are always prepared to fulfill our responsibilities
2. Check Identification immediately: The space around the bar is designated as 21+. When a customer first enters the space, and comes up to the bar to order the drink, it is the responsibility of the bar partners to confirm the age of the customer with a legal form of ID.
  - Responsibility ultimately falls on the bartenders to ensure that there is no underage drinking at the bar
3. Provide Water Service: With these thoughts in mind, a customer should be welcomed in within a minute of their arrival, with eye contact and a menu. This also helps “mark” the seat and establish initial service engagement.
  - Place a coaster to their right\* and pour a glass of water. This glass should be kept full throughout the course of their stay, as it is important for them to stay hydrated and to feel as though their basic needs are being met.  
\*Make note if the customer is left-handed or prefers their glass to their left. If so, adjust service accordingly.
    - i. Handling Glassware: Touch glassware as little as possible and when you do, hold it by the lowest possible point. With stemware, hold the glass by the stem. If passing a drink to the customer who is not seated at the bar, hold the foot of the glass so that they may grab it by the stem. When picking up a water glass, rocks, or highball, pick it up by the lowest point,

with no more than two fingers and a thumb. This applies to serving and clearing.

- ii. Coasters: Coasters are to be placed where a glass can sweat. We do not need coasters for stemware, beer in footed glasses, or neat spirits. As a rule, if the glass has a stem or a foot, or is not served chilled or on ice, there is no need to place a coaster under the glass.
- iii. Refreshing Coasters \*Quiet Service\*: It is appropriate to touch a glass once it has been served to the customer. Look out for little spills or over condensation and coasters sticking to glasses. Swap out the coaster for a fresh one when the customer is not looking. Simply pick up the glass with your middle finger and thumb while scooping the coaster back with your little finger and ring finger. Place a fresh coaster underneath with your other hand and return the glass. Ideally the customer will never notice that the coaster needed to be changed out. They will simply be enjoying the experience and their delicious drink.

#### SUGGEST: (Awareness, Empathy, Action)

Offer meaningful suggestions based on customer preference. Take a moment to explain the beer and wine selection, the order in which the product is listed in the menu, by region, or from light to dark. Be prepared to take the order right away, or to give them a moment to think and settle in.

- Intuition: What sets a great bartender apart from a good bartender is the person's ability to read a customer. Take every opportunity from the moment the customer walks into view to assess their needs and enhance their experience with your hospitality. Observe and know when to approach the customer to take their order. This saves you time and keeps the customer from feeling rushed into deciding. Also, be aware when the customer needs some guidance and help with the menu. If that is the case, better to step in quickly, rather than leaving them to play a guessing game in choosing the drink.
- Menu Knowledge: Along with intuition, is basic know-how. It is vital that you know the beers and the wines that we have on the menu, as well as those that we do not have, but that a customer may ask for. Knowing the commonly ordered styles of beer and varietals of wine allows you to compare our selection with what they know and love. At this stage you can make recommendations based on the customers descriptions of their favorite brew.

#### INPUT:

- When the customer has made their selection, repeat the order back to them. This is especially helpful if there is a group of people so as not to forget the order, and to ensure that no mistakes were made on either side. Set a coaster down to the right\* of their water glass as you confirm the order and offer to remove menus.
- Clear menus as much as possible to minimize clutter on the bar and reduce the risk of the menus getting dirty

- Place order and route to the appropriate station. Include seat/table number when applicable and customer identifiers. Refer to Chit Standards if needed. This ensures accuracy and seamless order preparation and delivery.

#### BUILD AND RECEIVE:

- Use appropriate bar workflow and receive consolidated order
  - Always use open-handed service. Backhanding a customer is when you pass through their space and show them the back of your hand. Think of this as taboo and something to be avoided always. The opposite of that is open-handed service. When approaching the customer, adjust the hand you use to place their coaster or glass so that your open palm is facing them, rather than the back of your hand. This is the proper way to present. This also means that you need to be comfortable holding and presenting drinks in your left hand.
1. Packaged Beer
    - a. Select the appropriate glass. Hold the glass up to the light to ensure that it has been properly polished.
    - b. Retrieve the correct beer
    - c. Bring the glass and the beer over to the customer. Set the glass down in front of you as you present the beer bottle. Read the name and the style of the beer, along with the name of the brewery. Include the location of the brewery when speaking with a beer aficionado. Wait until the customer confirms that it is in fact the beer that they ordered before opening.
    - d. When opening the beer, keep the label facing the customer.
      - i. In the case of a canned product, place the can in front of you on the bar to touch it as little and to transfer as little heat as possible. Supporting the base of the can with you thumb and forefinger, use your church key to pop open the top. Do not touch the upper half of the can.
      - ii. Pour the beer and offer to leave the can with the customer for them to examine. Follow f) (1) and (2).
    - e. Dispose of or place the cap in your pocket. Angle the glass and slowly pour the beer, while still facing the label towards the customer, down the side of the glass. The whole bottle should fit nicely in the glass.
    - f. Allow the final drops to fall into the glass ensuring that the customer sees that no beer has been left in the bottle. Offer to leave the bottle for the customer to examine.
      - i. If they would like to see the bottle, bring a second coaster, place it to the left of the water glass, towards the center of their space, and leave the bottle there. Clear when you can.
      - ii. If the customer does not need to bottle, make your leave, and dispose of it, quietly, into the appropriate bin.
  2. Draft Beer
    - a. Select the appropriate glass. Hold it up to the light to ensure that it has been properly polished.
    - b. Rinse the glass by the beer taps, using the glass rinser

- c. Serve the beer to the customer, stating the name and style of the beer, along with the name of the brewery as you set it down on the coaster to the right of their water glass
  - d. Check in after their first sips to see if they are enjoying their beer. When the beer is a quarter full, check in to see if they would like a fresh beer.
- 3. Wine by the Bottle
  - a. Presenting a bottle of wine
    - i. Hold the wine, label facing the customer with one hand on the bottom and one hand on the top. Say what the wine is and wait for the nod of approval from the customer. Should they decide that this is not the bottle they want, graciously return the bottle to where it came from and aid in the selection of another wine. Sometimes the customer will mispronounce a name, or the lively atmosphere of the bar makes it hard to hear what they ordered. Just remember to keep your cool and double check with them the second time around.
    - ii. Make a mental note of the type of closure on the bottle
  - b. Opening a bottle of wine
    - i. Never place the bottle on the bar. You must be able to open the bottle in the air, and not rely on a flat surface. Keep the label facing the customer while uncorking the bottle.
    - ii. Take your wine key and open the blade. Place the blade under the lip of the bottle and turn to remove foil. Carefully push the blade back into place. Place the foil in your pocket.
    - iii. Position corkscrew in center of the cork and twist clockwise. Adjust your hand on the neck of the bottle so that it is always facing the customer. Only your hand holding the corkscrew and the corkscrew itself should be moving.
    - iv. Place the first step onto the lip of the bottle
    - v. Lift handle until cork is halfway out
    - vi. Repeat using the second step in the corkscrew, pulling until the cork is almost out
    - vii. Use your hand to gently coax the cork out of the bottle, presenting it tinted side up on the bar, centered in front of the customer should they want to examine. If they do not show interest, be prepared to clear it immediately after pouring.
  - c. Pouring
    - i. Holding your serviette in one hand, and without touching the bottle to the glass, pour a small amount of wine into the glass of the person who ordered the wine. Use the serviette to catch any drips before they hit the glass, bar, or run down the bottle.
    - ii. Allow them a moment to examine the color, swirl, smell, taste.
      - 1. If approved, continue with the steps below

2. If there is something wrong with the wine, offer to bring a fresh bottle for them to try, or find something on the list that they may like better and repeat the above steps
  - iii. Serve, ladies first, from the host's left. Come around back to the host to top off their glass.
    1. No need to pour the full pour into each glass. Allow room for the wine to breathe.
    2. Keep your serviette at the ready to prevent any dripping
  - iv. Keep the bottle in front of the customers at the bar
    1. Red Wine: Place on a coaster centered in front of the host with the label facing the customer.
    2. White Wine: Take a wine chiller from the cooler and set on a folded serviette on the bar in front of the host. Make sure that the label is facing the customer even in the chiller.
    3. Some customers will ask that the red wine be chilled slightly, some may ask that their white wine be kept out to warm. Be flexible and understanding, without showing judgement or confusion.
    4. Refill glasses as appropriate
    5. When the bottle is just about empty, offer to open another for the group
4. Wine by the Glass
- a. Once the order has been taken, select the proper glass, taking care to examine for any smudges before setting in front of the customer to the right of their water glass.
  - b. Present the bottle of wine and offer to pour a small taste to see if it is to their liking. Make sure to use your serviette now, and pour with the label facing the customer, without backhanding.
  - c. Once they approve of the wine, provide the full pour of wine, and return the bottle to the white wine cooler or back bar.
5. Food Service
- a. Taking the Order
    - i. Discuss the food and pairing options based on beverages
    - ii. Ring in the order with position number. Send the ticket to the appropriate chit.
    - iii. Depending on your location, a commessa will bring food and serve once it is prepared.

DELIVER: Deliver the consolidated order when possible. This provides customer their complete full order and eliminates confusion.

INQUIRE: Frequently pre-bus and replenish.

1. Clearing
  - Watch for visual cues and offer to clear plates as appropriate

- Avoid these phrases:
  - “Are you still working on that?”
    - Instead, “Are you still enjoying your dish, or may I clear that for you?”
    - Try “enjoying” “snacking” “nibbling” instead of “working” Make it personal, lighthearted, fun
- “Are you done?”
  - Sounds pushy
    - Try “Is everything to your liking?”
    - Take the opportunity to offer another round of drinks, or plates of food

#### TENDER and Presenting the Check (Awareness, Empathy, Action)

- Make note when the customer’s drink is low, and they have declined the offer of another. When you feel the customer is finished, be prepared with the check printed and ready to present. Be conscious of their body language and eye movements before presenting. It is better to offer the check rather than waiting for the customer to ask for it. Do so in a manner that does not make them feel rushed but shows that you are looking out for their needs.
- Clearing and Cleaning
  - Clear empties and spent coasters whenever possible
  - Clean constantly and wash your hands often
  - When a customer leaves the bar, wait until they have stepped away before resetting the seats
- When the customer pays with a credit card, check the slip only to ensure that they left a signed copy. Place the signed copy with the rest and resume work.