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## Mixology Curiosity & Craft Facilitator Notes: Mixed Drinks

### 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, recipe cards and product sheets 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

### Resources:

- Beverage workflows
- Beverage recipe cards
- Product sheets

### Total Service Workflow + Mixed Drink Workflows and Beverage Builds:

#### 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 napkin or 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. Napkins and Coasters: They are to be placed where a glass can sweat. We do not need them 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 napkin or coaster under the glass.
- iii. Refreshing Napkins and 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 napkins or coasters sticking to glasses. Swap out the napkin or coaster for a fresh one when the customer is not looking. Simply pick up the glass with your middle finger and thumb while scooping it back with your little finger and ring finger. Place a fresh one underneath with your other hand and return the glass. Ideally the customer will never notice that it 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 mixed drink selection. If the customer is interested, share the story of Aperitivo Hour in Italy and the incredible experience of enjoying low-proof, full-flavor cocktails with tasty morsels of food.

- 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: Be comfortable comparing and contrasting each mixed drink. While there are many, it is important to know the flavor profiles of each and why they are balanced and unique.

#### 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. Preparing the Drink: Cocktails are to be prepared at the cocktail station, always customer facing. Understand and master these techniques listed below so that you may accurately execute the cocktails. The three techniques that are relevant in this genre are building, stirring and shaking.
    - a. Building
      - In making Aperitivo, we are primarily making drinks that are built. A built drink is a drink that is made in the same glass that it is served. Typically cocktails that are lower in proof or made simply with a spirit and mixer, like a highball, are built.
      - In building a cocktail, the ingredients are poured over ice, so dilution begins immediately. Small amounts are ideal for balance, but efficiency and a deft hand is key with these seemingly simple drinks.
    - b. Stirring
      - Stirring serves the function of chilling and diluting a cocktail. Dilution = water. This is a crucial element of any cocktail with a strong spirit base.
        1. Take for example the Negroni. Classically this drink is equal parts gin, sweet vermouth, and Campari. Though it is typically served on the rocks, because of the higher proof of the ingredients, it is important to stir it to chill as well as to offer a little bit of water to help open the flavors. Some people like their Negronis served up. In this case, it is critical that the drink be stirred fully to create perfect balance between all four ingredients: gin, sweet vermouth, Campari, and water. When served over ice, stir the cocktail until it is at about 75% of the desired dilution rate before pouring over fresh ice. This ensures that when the cocktail reaches the customer, it will be fresh and ready to be enjoyed for a longer period.

2. Stirring maintains the luscious texture of the ingredients. As it does not introduce any air to the mix.

c. Shaking

- It is important to know the reason and thought process behind shaking a cocktail
- A cocktail is shaken to chill, dilute, and aerate
- Aeration is key here, and an important element of balance and texture for any cocktail with citrus/juice, cream, or egg white
- Generally, if there is a cloudy component in the cocktail, then the drink should be shaken to fully emulsify the ingredients

d. Throwing

1. This is a technique that falls between stirring and shaking and can be extremely theatrical. It involves pouring the contents of the mixing glass from one glass to another over long arcs across the body. There are many videos online of this technique, and it is good to be aware of it, but not necessary in this program.

2. Recipes

- For carbonation in Aperitivo: When a cocktail in its essence is so “simple,” a balance of two or three ingredients, it is crucial that each ingredient is in its very best state, as each must perform at the highest level. Nothing is masked. For this reason, it is vital that a bartender can free pour the sparkling elements of a drink. When club soda or prosecco hits a surface, especially a rough surface (bar spoon or cubed ice) or a warm surface (the glass), it loses its carbonation. Think of these outside forces as punching the fresh effervescence out of the liquid.
  - To minimize loss of carbonation, pour the soda or prosecco deliberately between the ice and the glass over the rest of the liquid
  - By gently nuzzling the ice upwards with a bar spoon, the carbonated ingredient may swoop to the bottom of the glass and blend itself into the homogenous mixture. No extra stirring is necessary.
- Pre-chilling the non-carbonated components of a drink before adding the sparkling, is also an important step in retaining the bubbly in a sparkling component.
  - The colder a liquid is, the better it can retain carbonation, as the molecules are more “at rest”
  - The warmer, and more agitated a liquid is, the more easily bubbles are released
- It just takes a few small steps along with attention and care to ensure that the customer gets the best possible drink
- If a drink is served over Hoshizaki cubes, take a moment to ensure that any dimples are facing downwards so that the ice which is visible to the customer is a smooth cube.
- When serving a cocktail over sphere ice, make sure that the ice is smooth and clear without any freezer frost or random ice bits clumped onto the sphere.

- Sometimes mint sprigs don't hold their shape well and are limp. If that is the case, do not try to force it as a garnish. Rather put it off to the side for shaking into cocktails.
- Make note of the position of the garnish before serving.
- When layering a drink, hold the spoon upright and to an inner side of the side of the glass to utilize the round bowl of the spoon to soften the fall and keep the two layers separate.
- Building by the Round: It is vital that when an order for 4 drinks comes in, that all 4 drinks are served at the same time. For this reason, take care to memorize recipes and line up the glassware and build drinks from the "bottom up". Not only will this make you more efficient, but it will also reduce waste made by mistakes. Recipes have been provided in the order in which they are to be built. Follow the Building by the Round Service Workflow. Remember to always wipe up your station between building rounds of drinks. Wipe up any drips before serving the drinks so that once the drinks are off the workstation you are ready for the next round.
- Built Drinks
  - Dashes
    - Act as a marker in the glass or tin
      - The ingredients following will require a jigger, which will not be put down until there is nothing left to jigger
      - Reduces the possibility of forgetting these components of the drink
  - Modifier
  - Liquor
    - At this point pour any beer, wine, or amaro that go with the order. The uncarbonated ingredients can sit for a moment before finishing. You want the carbonated ingredients to be the last thing poured so that they are fresh as possible.
  - Carbonated Ingredient (Sparkling water/Prosecco)
  - Garnish all drinks at once
- Cleanliness standards
  - Clean tools as you finish building and finishing the cocktails by rinsing them with clean water
  - Wipe your station as you go using a wiping cloth saturated in sanitizer
  - Wash your hands as often as needed and be sure to follow the double handwashing procedures
  - You, your work area and tools should be clean and ready to make the next round of drinks before the first round of drinks is served
- Serving the Drink
  - Drop Line
    - Aperol Spritz: Aperol Aperitivo, Prosecco, San Pellegrino Sparkling Water.

- This is the Aperol Spritz
  - one of Italy's iconic Aperitivo
  - made with bittersweet Aperol, bubbly Prosecco, and sparkling water
  - The orange slice compliments the cocktail with bright, fresh fruit aromas
- Negroni Sbagliato <spal-yacht-oh>: Carpano Antica, Campari, Prosecco.
  - This is the Negroni Sbagliato <spal-yacht-oh>
    - Sbagliato means mistake in Italian, as this cocktail came to be when a bartender mistakenly poured spumante (sparkling wine from Piedmont), into his Negroni.
    - The result was delicious, and this cocktail became a new classic. Light, bittersweet, and refreshing.
    - The Prosecco we use brightens this beverage.
- Reserve Milano Torino: Zucca Amaro, Carpano Antica, Campari.
  - This is Chef Rocco's take on the classic Milano Torino, also known as an Americano, with Campari, sweet vermouth, and sparkling water
  - We take ours a little deeper and richer in flavor, with a dash of Zucca, a rhubarb amaro, Campari, and Carpano Antica sweet vermouth
- Americano: Carpano Antica, Campari, Sparkling Water.
  - This cocktail was created and called the "Milano Torino" at Caffè Camparino, of Milan, in the 1860's
  - The original name refers to the Campari, which comes from Milan, and sweet vermouth, which originated in Turin
  - The Milano Torino became extremely popular amongst American expats during Prohibition, and as such adopted the name "Americano," not to be confused with the espresso beverage

The remaining service steps and service philosophy standards are the same for Mixed Drinks as you learned for Wine and Beer:

- DELIVER
- INQUIRE
- TENDER

#### Passion for Service nuances in the Mixology Experience

- Awareness: Remain Customer Facing: The customer sees everything! Make it nice.
  - Face bottles when pouring
  - Return bottles to the exact location and position when you are finished pouring
  - Be cautious when pouring, spills are to be wiped up immediately. Keep your station neat and clean, your hands, person, and uniform clean always.
  - As preparing the drinks, keep your eye on the customer's space. Keep waters full, bar space clear of crumbs and drips, and the coasters fresh.
  - Be aware of when people come and go
- Empathy

- When opening and closing cooler doors and the dishwasher, take care to do so silently, maintaining control of the door the entire time. A door slamming shut will disrupt a pleasant experience and could cut through a beautiful presentation or conversation between a partner and customer. While customers may not notice that the doors are closing silently, they would notice if the door slammed shut.
- Gauge the tone of the room and adjust your vocal tone and volume accordingly. Speak so that you may be heard across the bar but keep the conversation intimate and just between you and the customers you are serving.
- Action
  - Be aware of how much liquid is left in the bottle. This will ensure that you never run out of anything in the middle of service. If a bottle is low, you should make note of it, and ensure that you know where the backup bottle is, and that the bar back is also aware, so they may assist.