



## MIXOLOGY WORKFLOWS

### Bottled/Canned Alcohol Service Workflow



WORKFLOW	KEY POINTS	REASONS WHY
Select Glass	<ul style="list-style-type: none"><li>Hold glass to light</li></ul>	<ul style="list-style-type: none"><li>Ensures glass is polished</li></ul>
Retrieve	<ul style="list-style-type: none"><li>Correct beer or cider</li></ul>	<ul style="list-style-type: none"><li>Ensures order accuracy</li></ul>
Deliver	<ul style="list-style-type: none"><li>Bring glass and beer/cider to customer</li></ul>	<ul style="list-style-type: none"><li>Demonstrates passion for service</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Present	<ul style="list-style-type: none"><li>Set glass down</li><li>Read name, style of beer and name of brewery OR</li><li>Read name, style of cider and name of cidery</li><li>Open without touching top half of bottle/can</li></ul>	<ul style="list-style-type: none"><li>Allows bottle/can presentation</li><li>Confirms customers order</li><li>Ensures presentation standard</li></ul>
Pour	<ul style="list-style-type: none"><li>Pour entire contents slowly at 45 degree angle with label facing customer</li><li>Offer to leave bottle/can with customer</li></ul>	<ul style="list-style-type: none"><li>Reduces foam head and ensures presentation standard</li><li>Customer can explore label</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Dispose	<ul style="list-style-type: none"><li>When customer finished with bottle/can quietly discard</li></ul>	<ul style="list-style-type: none"><li>Doesn't interrupt customer experience</li></ul>



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### Building by the Round Service Workflow



WORKFLOW	KEY POINTS	REASONS WHY
Select glasses	<ul style="list-style-type: none"><li>Examine for smudges</li></ul>	<ul style="list-style-type: none"><li>Ensures glasses are polished</li></ul>
Retrieve	<ul style="list-style-type: none"><li>Correct ingredients</li></ul>	<ul style="list-style-type: none"><li>Ensures order accuracy</li></ul>
Dashes	<ul style="list-style-type: none"><li>Act as a marker in glass</li></ul>	<ul style="list-style-type: none"><li>Reduces possibility of forgetting component in drink</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Modifier	<ul style="list-style-type: none"><li>Add to glass</li></ul>	<ul style="list-style-type: none"><li>Follows recipe</li></ul>
Liqueur	<ul style="list-style-type: none"><li>Add to glass</li></ul>	<ul style="list-style-type: none"><li>Follows recipe</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Pour	<ul style="list-style-type: none"><li>Any beer, wine, or amaro that go with the order</li></ul>	<ul style="list-style-type: none"><li>Uncarbonated ingredients can sit for moment before finishing</li></ul>
Carbonated ingredient	<ul style="list-style-type: none"><li>Want carbonated ingredients to be last thing poured</li></ul>	<ul style="list-style-type: none"><li>Maintains bubbles longer</li></ul>
Garnish	<ul style="list-style-type: none"><li>All drinks at once</li></ul>	<ul style="list-style-type: none"><li>Maintains freshness</li></ul>
Finish & Clean	<ul style="list-style-type: none"><li>Clean tools as you finish building cocktails</li><li>Wipe station as you go</li></ul>	<ul style="list-style-type: none"><li>Tools should be clean and ready to make next round before current round is served</li><li>Keeps workspace clean</li></ul>

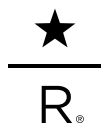


## MIXOLOGY WORKFLOWS

### Digestivo Service Workflow



WORKFLOW	KEY POINTS	REASONS WHY
Select Glass	<ul style="list-style-type: none"><li>▪ Examine for smudges</li></ul>	<ul style="list-style-type: none"><li>▪ Ensures glass is polished</li></ul>
Retrieve	<ul style="list-style-type: none"><li>▪ Correct digestivo</li></ul>	<ul style="list-style-type: none"><li>▪ Ensures order accuracy</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Build	<ul style="list-style-type: none"><li>▪ Set glass down</li><li>▪ Follow recipe</li></ul>	<ul style="list-style-type: none"><li>▪ Allows building beverage</li><li>▪ Ensures consistent experience</li></ul>
Handoff	<ul style="list-style-type: none"><li>▪ Deliver beverage with drop line</li></ul>	<ul style="list-style-type: none"><li>▪ Demonstrates passion for service</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Finish & Clean	<ul style="list-style-type: none"><li>▪ Put bottle back in proper location</li><li>▪ Wipe down any spills on bar</li></ul>	<ul style="list-style-type: none"><li>▪ Mise en place</li><li>▪ Keeps workspace clean</li></ul>



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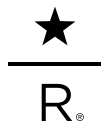
### Mixed Drink Service Workflow



WORKFLOW	KEY POINTS	REASONS WHY
Select Glass	<ul style="list-style-type: none"><li>Examine for smudges</li></ul>	<ul style="list-style-type: none"><li>Ensures glass is polished</li></ul>
Retrieve	<ul style="list-style-type: none"><li>Correct ingredients</li></ul>	<ul style="list-style-type: none"><li>Ensures order accuracy</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Build	<ul style="list-style-type: none"><li>Set glass down</li><li>Follow recipe</li></ul>	<ul style="list-style-type: none"><li>Allows building beverage</li><li>Ensures consistent experience</li></ul>
Handoff	<ul style="list-style-type: none"><li>Set drink on coaster</li><li>Deliver beverage with drop line</li></ul>	<ul style="list-style-type: none"><li>Keeps bar dry</li><li>Demonstrates passion for service</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Finish & Clean	<ul style="list-style-type: none"><li>Put ingredients back in proper location</li><li>Wipe down any spills on bar</li></ul>	<ul style="list-style-type: none"><li>Mise en place</li><li>Keeps workspace clean</li></ul>

#### Note:

- When taking an order from a customer for a Classic Cocktail, there are some cases where it is important to check in on their preference.
- For example: the Martini. vodka or gin, up or on the rocks, garnished with a twist or an olive?
- These questions are an opportunity to take time to connect with the customer and ensure service and hospitality standards are met.
- Make note of the importance of checking back in after the customer has had a sip or two. This ensures that the Starbucks version of their chosen classic cocktail meets their expectations.



## MIXOLOGY WORKFLOWS

### Wine/Sparkling Wine Service Workflow



WORKFLOW	KEY POINTS	REASONS WHY
Select Glass	<ul style="list-style-type: none"><li>Examine for smudges</li></ul>	<ul style="list-style-type: none"><li>Ensures glass is polished</li></ul>
Retrieve	<ul style="list-style-type: none"><li>Correct wine</li></ul>	<ul style="list-style-type: none"><li>Ensures order accuracy</li></ul>
Deliver	<ul style="list-style-type: none"><li>Bring glass and bottle to customer</li></ul>	<ul style="list-style-type: none"><li>Demonstrates passion for service</li></ul>
Take time to connect with customer and ensure service and hospitality standards are met.		
Present	<ul style="list-style-type: none"><li>Set glass down</li><li>Read name, type of wine and name of winery</li></ul>	<ul style="list-style-type: none"><li>Allows bottle presentation</li><li>Confirms customers order</li></ul>
Pour	<ul style="list-style-type: none"><li>Offer to pour small taste</li><li>Provide full pour with label facing customer</li><li>Use serviette to wipe drips</li></ul>	<ul style="list-style-type: none"><li>Confirms customer likes wine</li><li>Ensures presentation standard</li><li>Maintains cleanliness</li></ul>