

Passion for Service: Guiding Orders

Trainer Activity Guide



30 minutes



In this activity, you will ensure the partner can guide customers through the Mixology menus and ring in orders.

LEARNING OBJECTIVE	DIRECTIONS	CHECKLIST
<p>After completing this activity partners should be able to:</p> <ul style="list-style-type: none">• Speak to the Mixology Program Menu offerings• Complete POS transactions unique to Mixology	<p>To get the most out of the activity, plan to lead this as a 1:1 exercise with a partner.</p> <p>The training should be led by a Bartender Trainer.</p>	<ul style="list-style-type: none"><input type="checkbox"/> Schedule 30-minutes for this training activity<input type="checkbox"/> Review the following modules:<ul style="list-style-type: none">○ Passion for Service: Guiding Orders<input type="checkbox"/> Ensure you have the following supplies based on applicability:<ul style="list-style-type: none">○ Passion for Service: Guiding Orders Facilitator Notes○ Mixology Menus (alcohol, aperitivo food)○ Wine Substitution QRG○ Bar Seat and Table Numbers QRG



30 minutes



1 Prepare – Introduce the activity (2 mins)

Welcome to the Passion for Service: Guiding Orders. Over the course of the next 30 minutes we will...

- Review the Mixology Program menus and offerings
- Review the Mixology menu on the POS
- Review the importance of chat identifiers unique to mixology
- Review seat and table numbers

2 Present – Complete the Passion for Service: Guiding Orders module (25 mins)

Complete: Review the Passion for Service: Guiding Orders Module.

3 Follow Up (3 mins)

Say: That concludes this activity.

Ask: What questions do you have for me? How will you describe our beverage platforms to customers (spiritfrees, aperitivo, etc.)? Which beverages do you think will be most interesting to our customers?

Say: Be sure to take a few notes in your Learning Journal.

Well done and thanks for your time and commitment!