

## OPERATIONS EXCELLENCE

### Trainer Activity Guide



30 minutes



Great service is difficult if you don't have a clean, safe and ready environment to begin with. This activity will help bartenders keep the mixology zone clean, safe and ready for customers.

#### LEARNING OBJECTIVE

After completing this activity partners should be able to:

- Follow open, mid-day and close procedures
- Clean equipment to standard
- Know where to find shelf life standards



#### DIRECTIONS

To get the most out of the activity, plan to lead this as a 1:1 exercise with a partner.

The training should be led by a Bartender Trainer



#### CHECKLIST

- ☐ Schedule 30 minutes for this training activity
- ☐ Review the following materials:
  - ☐ This discussion guide
- ☐ Ensure you have the following supplies:
  - Duty Roster Notebook
  - Relevant SCEMM content
  - Shelf Life Quick Reference Guide
  - Zone Support Workflow



30 minutes



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## Prepare - Introduce the activity (2 mins)

**Welcome to the Operations Excellence activity. Over the course of the next 30 minutes we will...**

- Review mixology section of the Duty Roster Notebook
- Locate Store Cleanliness & Equipment Maintenance Manual content
- Locate Shelf Life Quick Reference Guides

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## Present – Tools (20 mins)

**Say:** The Duty Roster Notebook helps us ensure we are clean and food safe for customers. Store Cleanliness & Equipment Maintenance Manual information provides instructions on how to do the work. Shelf Life Quick Reference Guides help us adhere to quality standards so we can provide an incredible product along with Passion for Service.

**Ask:** What experience do you have working with Open and Close Checklists? Our Duty Roster Notebook is similar. What is your knowledge of FIFO and day dotting?

**Review:** Tools

- Duty Roster Notebook
- Store Cleanliness & Equipment Maintenance Manual
- Shelf Life Quick Reference Guides

**Say:** You will use these tools during opening, mid-day and closing shifts to keep our store clean and food safe for customers.



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### **Present – Zone Support Workflow (5 mins)**

**Review:** Read the Zone Support Workflow and highlight the work this partner does to support the mixology zone.

**Ask:** How will you assess stock levels? How will you prioritize replenishments for the Zone Support partner?

**Do:** Tour Back Of House to learn where supplies live for replenishment.

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### **Follow up (3 mins)**

**Say:** That concludes this activity. Be sure to use the tools we reviewed during your open, mid-day and close shifts. Together with the Zone Support partner you will maintain a clean, safe, fully stocked bar. This will seamlessly enable you to have Passion for Service and mixology theater to create the *Roastery Experience* for our customers and each other.

**Ask:** What questions do you have for me? What was your biggest insight from the activity?

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

**Say:** Well done and thanks for your time and commitment.