



MIXOLOGY

GUIDING ORDERS

Module

THE GOAL

At the end of this module, you should be able to:

- List the menu offerings and match them to customer needs
- Guide a customer through the ordering process by describing our menu offerings
- Place customer orders

Learning our menu and beverage recipes will help you engage with customers and assist them with their selections.



MENU OVERVIEW

Each location will have a curated menu including Italian and local offerings. All locations will have the beverage categories listed below. Review your unique Mixology menu.

GLOBAL MIXOLOGY OFFERINGS

Wine

- Sparkling
- White
- Rose
- Red

Beer & Cider

Aperitivo

Digestivo

Cocktails

Spiritfree Beverages

Additional beverage categories unique to location

Share mixology and
aperitivo food menus



POS REGISTER

Take a few minutes to familiarize yourself with the POS screens specific to Mixology:

- Beer, wine, aperitivo and digestivo
- Aperitivo food
- Cold Brew
- Spiritfrees
- Classic Espresso Beverages

CHIT SYSTEM STANDARDS

The Chit system you learned about in barista training applies to the Mixology zone.

Identifiers are important in delivering the customer experience and adhering to legal requirements.

Be sure to include so:

- The partner delivering the beverage has confirmation the customer has showed the appropriate identification
- The partner delivers the beverage to the correct customer

Be sure to include seat and table numbers if applicable.

REVIEW

Your engagement is crucial to creating an elevated customer experience every time.

Our beverage selection is so unique and special, that we want to engage with the customer to share the stories of the drinks with them as their experience unfolds.

You will be the customers' personal guide, offering recommendations from the menu based on their preferences.