Wells Operatic Society

Bar Operation Manual

Contents

Bar Operation

1.   Introduction

This document outlines the legal requirements as well as WOS' own rules for the sale of intoxicating drinks from the bar and also covers the manual procedures to be followed in addition to a guide to using the tills.

2   Legal Requirements and WOS' Rules

The Licence Holder is ultimately responsible for the legal operation of the bar.

He/She may delegate some tasks to one or more Bar Co-ordinators and other tasks to Bar Supervisors.

The Licence Holder and Bar Co-ordinators are also Bar Supervisors.

Please refer to notice board or to our website to obtain the names of the current Licence Holder, Bar Co-ordinators and Bar Supervisors.

No one under 18 is allowed in the selling area of the bar at any time.

Whilst any full member of Wells Operatic Society is authorised to sell or supply liquor from the bar (Bar Staff Member) only Bar Supervisors are authorised to open/close the bar area (i.e. knows the key code) and access the safe (i.e. knows the combination).

Bar Staff Members are only authorised to sell or supply liquor from the bar providing that there is a Bar Supervisor either with them or in charge of the bar but temporarily elsewhere in the building.

If a director/producer of a show is concerned that (s)he may have no-one available who is a Bar Supervisor for rehearsal times then (s)he will need to train to become a Bar Supervisor in order to be able to open the bar on a rehearsal night. Alternatively a member of the cast or backstage crew will need to be put forward for training as a Bar Supervisor.

Anyone wishing to become a Bar Staff Member or Bar Supervisor should contact one of the Bar Co-ordinators.

If any person has any queries or complaints about the way in which the bar is run, please direct those complaints or enquiries to the Licence Holder or one of the Bar Co-ordinators (via the hotbox or in person).

If a Bar Supervisor or Bar Staff Member leaves the selling area of the bar unattended (s)he must lock it up. The bar should never be left unlocked and unattended at any stage.

It is the positive duty of the Licence Holder, Bar Co-ordinators, Bar Supervisors and Bar Staff Members not to sell alcohol to a person under 18 years of age.

Bar Operation

It is an offence for anyone under the age of 18 to purchase or attempt to purchase alcohol for someone else.

It is an offence for a person under 18 to consume alcohol on licensed premises.

Liquor is sold or supplied from the bar under the authority of one of the two licences that we hold in respect of the premises.

a. To members of the general public the sale is under the Theatre Licence and only covers sales one hour before a public performance and thereafter up to 11 o'clock at night (10:30 on Sundays).

b. If there is no public performance then the Club Certificate Authority apply. Providing the bar is being used for club purposes only then serving times are from 11.00 am to 11.00 pm during the week and on Sundays between the hours of 12.00 pm to 2.30 pm and 8.00 pm to 10.30 pm. This allows the supply of liquor to:

   i. Full and Social members of the club;
   ii. Patrons of the club;
   iii. Guests of Full / Social members providing that they have been signed in, in the usual way (n.b. Patrons cannot sign in guests);
   iv. Temporary members by the Committee having posted their names on the notice board with 48 hours' notice, again in the usual way.

Liquor may only be sold for consumption on the premises, i.e. within the building. We are therefore unable to supply plastic "glasses" etc. for the consumption of drinks within the grounds of the Theatre as this could be seen as a breach of our licences.

3 Running the Bar

3.1 During quiet times:

- Restock the chiller cabinets and ice trays in the freezer.
- Restock all bottles and cans on, and under, shelves as appropriate.
- Restock the red wine rack.
- Wipe the bar surfaces, remove empty bottles to the recycling boxes.
- Wash used glasses and replace dried glasses on shelves.
- Note any shortages of stock, glass, washer liquid, till roll etc. and write on bar kitchen whiteboard.

3.2 At the end of the session:

- Perform "quiet time" tasks.
- Vacuum seal any open red and white wine bottles.
- Place white wine bottles and Lemon in the "new" chiller cabinet. Switch of its light (at centre of base).

- Empty any ice cubes into the sink, and separate the ice bucket into its component parts and leave to drain.

- Close both shutters, locking each at both ends. Return the keys to normal place.
- If you have access to the safe, move most notes and any excess coins from the tills to the safe.
- Check that the safe is closed and secure.
- Close the till drawers, switch off tills and return the keys to normal place.
- Remove the glass washer drain plug. Switch off at the glass washer and at the wall switch.
- Ensure that the stock room outer double doors are secure.
- Switch off the outer stock room light.
- Close and lock the middle stock room door. (The one with coat hangers on the back)
- Switch off any audio equipment.
- Switch of all bar lights
- Close the bar door and secure the code lock.

4   Operating the Till

4.1   Conventions

Within this document, key positions are shown as **<pos>** and till buttons (also called keys within the manual) are shown as **[button]**.

4.2   Till Key Pad Layout

Appendix 1 shows the current keypad layout – you might like to print a copy for reference when reading this document.

4.3   PLU Keys

Each sales item is allocated a Price Look-Up (PLU) key. These are the keys in the left-hand 9 columns of the keypad. To simplify things the sales items are grouped together according to type

4.4   FUNCTION KEYS

There are a number of 'function' keys that help you to complete an order and it is useful to understand what they do for you. The keys that you will use regularly are:

4.4.1   [CLERK #]

You MUST use this key at the beginning of every order. It is effectively your 'log-on' key.

This key is critical. At the beginning of the evening the Bar supervisor will allocate you a number 1 to 8. This is your "Clerk Number" and must be entered *BEFORE* you begin to register an order. On the key pad press the number you have been allocated followed by **[CLERK #]**. You can now register your order. Once you have completed the order (pressed

one of **[CASH]**, **[#/NS]**, **[CANcel]** or a "Cash Tendered" key) the machine will log you off and wait for the next person who wishes to use the machine to 'log-on' with their pin.

So, to re-iterate, *BEFORE* you enter an order you *MUST* enter your allocated number followed by CLERK.

This key can also be used to interrupt the recording of sale whilst you serve a customer and permit another person to use the till. Use press **[0] [CLERK #]** to log off the till and leave your transaction pending. To continue with the sale press **[your clerk number] [CLERK #]**.

4.4.2   Training Clerk

By logging on with key **[9] [CLERK #]** you log on in "Training Mode". In this mode, the till totals are not altered and the till drawer does not open. Note that as per the other Clerk Logons you are automatically logged off on the completion of a transaction.

4.4.3   [Chng Price]

This key is used when we wish to sell an item at a reduced. By way of an example, to sell a packet of crisp for 25p (perhaps they are a day or two passed their "Best Before Date") use:

[Chng Price] [Crisps] [2] [5] [Chng Price]

4.4.3   [PAY OUT]

This key, which is only active with a till key in the **<X>** position and thus restricted to Bar Supervisors, is used when you need to pay someone for items purchased for WOS (be it bar stock or show items). e.g. To pay out £5.25 use:

[clerk number] [CLERK #] <X> [PAY OUT] [5] [2] [5] [CASH] [PAY OUT] <REG>

4.4.4   [WASTE]

This key, which is only active with a till key in the **<X>** position and thus restricted to Bar Supervisors, is used when you need to record wastage (Items well passed their "Best Before Date" or passed their "Sell By Date"), staff drinks, complimentary drinks, etc. e.g. To record 2 off Tomato Juice wasted use:

[clerk number] [CLERK #] <X> [WASTE] [Tom Juice] [WASTE] <REG>

4.4.5   [SUB TOT]

When you press this key the "Sub Total" of the order, to date, is displayed. This may be useful to obtain the correct amount of cash from the customer before finalising the order.

You should also use this key (or one of the "Cash Tendered" keys, see later) if you want to be informed of the change to be returned to the customer, as follows:

- press the **[SUB TOT]** key;
- obtain at least the required amount of money from the customer;

- enter the amount tendered using the numeric keys (NB: do NOT use the decimal point - to enter £15.00 press **[1] [5] [0] [0]**);
- press the **[CASH]** key.

The till screen will indicate the change to be returned to the customer and the till drawer will open.

4.4.6 [CASH]

This key is used to 'Sum' (or 'totalise' as they say in the handbook) a group of sales (order). When you have entered in all of the drinks required by the customer simply press **[CASH]** (or **[SUB TOT]** the cost, see below). The till screen will offer the total cost and the till draw will open.

Pressing **[CASH]** a second time will cause a receipt to be printed.

4.4.7 [PUBLIC]

This key, which is only active with a till key in the **<X>** position and thus restricted to Bar Supervisors, is used to set the Bar Prices to "Public" mode< as follows::

[clerk number] [CLERK #] <X> [PUBLIC] <REG> [0] [CLERK #]

4.4.8 X/TIME

This key is used to enter multiple quantities of the same product. i.e. to enter 9 Carlsberg lagers you can:

a) Press the Carlsberg button 9 times (boring)
b) Press [9] [X/Time]s, followed by Carlsberg

4.4.9 [MEMBERS]

This key, which is only active with a till key in the **<X>** position and thus restricted to Bar Supervisors, is used to set the Bar Prices to "Members" mode< as follows:

[clerk number] [CLERK #] <X> [MEMBERS] <REG> [0] [CLERK #]

4.4.10 [Till Bal.]

This key is used to obtain the amount of cash that the till thinks should be in the drawer. By using it at the start and the end of a session you can work out how much has been taken (per till):

[clerk number] [CLERK #] [Till Bal.] [0] [CLERK #]

4.4.10 [#/NS]

NS means "No Sale". This key can be used to open the Till Draw *provided* there is no customer transaction underway. Wait until a transaction is complete before using this key otherwise an 'alarm' will be raised (see [CLEAR] key below). You must be 'logged-on' to use this key!

4.4.11   [Clear Error]

This key clears entries made on the numeric key pad *only*. It does not clear entries made on the drinks (PLU) keys.

IF, AT ANY TIME, AN ALARM SOUND THEN USE THE **[CLEAR]** KEY TO RESET IT.

4.4.12   [PAPER FEED]

This key is used to advance the till roll.

4.4.13   [C / CONV]

We do not use this key.

4.4.14   [VOID]

This key can be used to correct any entry that you wish. For instance if you have entered 3 items and wish to remove the second one, press **[VOID] [PLU of second item]**.

4.4.15   [RETurn]

This key is used to record the return of sold items:

[clerk number] [CLERK #] [RETurn] [PLU key of item returned] [CASH]

4.4.16   [Error Corr]

This key can be used to correct the *LAST* entry made on the drinks (PLU) keys. Simply press this key before entering any other drinks.

*NB: You can also use the **[VOID]** key for this function. Simply press **[VOID]**followed by the PLU of the last thing you entered (See earlier).*

4.4.17   [CANcel]

This key cancels a complete transaction provided it is pressed *BEFORE* a totalise function key (such as **[SUB TOT]**, **[CASH]** and **[5.00]**) is pressed. So, if a customer changes his/her mind completely and wants to cancel the order (before you have begun to 'totalise' the order), then this key should be pressed and the complete order will be erased.

4.4.18   [Other Misc]

This key is used to record the sale or return of an item for which we do not have a PLU key, e.g. to sell a non-PLU item for 55p, use:

[clerk number] [CLERK #] [5] [5] [Other Misc] [CASH]

4.5   Cash Tendered Keys

The keys marked **[20.00]**, **[10.00]**, **[5.00]**, **[2.00]**, **[1.00]** provide a quick way of entering the amount tendered by a customer. These keys enter the amount indicated AND press the **[CASH]** key all with a single key press. The till will automatically display the change to be given to the customer.

Bar Operation

4.6   The Numeric Key Pad

This pad can be used to enter items that have not been allocated a PLU (see **[Other Misc]** above) and amounts tendered, returned, paid out, discounted, etc.

4.7   Preparing a till for use

Switch 'on' at the RHS of the till.

Use a Till 'REG' Key to turn the rotary switch to the <Reg> position. Screen display is "Reg Mode".

4.7.1   Check Price List

Check that Members / Public prices are selected, as appropriate by:

- **[9] [Clerk #]**   - Logon in Training Mode
- **[Crisps]**   - Compare price with that posted within the bar
- **[CANCEL]**   - Cancel Sale, also logs you off

4.7.2   Change Price List

If the wrong price list is in use then ask a Bar Supervisor to change it as per **[MEMBERS]** or **[PUBLIC]** earlier in this document.

Do *not* switch between these on a 'customer by customer' basis.

The till is now ready for use.

4.8   Examples

When trying out examples, always use the Training Clerk logon key, [9].

4.8.1   Three drinks and money handed over immediately

A Customer wants 2 Carlsberg and a Gins & Tonic and offers a £20.00 note

a) On the number pad enter your PIN and press **[CLERK #]**;
b) Press **[Carlsberg]** twice;
c) Press **[Gin]**;
d) Press **[Tonic Bott]**;
e) Press **[20.00]**.

The till displays the change to be given.

4.8.2   Three drinks and money NOT handed over immediately

A Customer wants 2 Carlsberg and a Gins & Tonic without initially proffering any cash

a. On the number pad enter your PIN and press **[CLERK #]**;
b. Press **[2] [X/TIME] [Carlsberg]**;
c. Press **[Gin]**;

d. Press **[Tonic Bott]**;
e. Press **[SUB TOT]** – The till display the amount due and the customer passes you a £20.00 note;
f. Press **[2] [0] [0] [0]**;
g. Press **[CASH]**.

The till display the change to be given.

If you omitted the steps (e) and (f) then the till would not be able to display the change due.

4.8.3   Three drinks with a mistake during the order
A Customer wants 2 Carlsberg and a Gins & Tonic. You make a mistake, spot it yourself and immediately rectify it.

a. On the number pad enter your PIN and press **[CLERK #]**;
b. Press **[2] [X/TIME] [Carlsberg]**;
c. Press **[Gin]**;
d. Press **[Soda Water]** - this is the mistake;
e. Press **[VOID] [Soda Water]** - removes the mistake;
f. Press **[Tonic Bott]** - enters the correct item;
g. Press **[SUB TOT]** - The till display the amount due and the customer passes you a £20.00 note;
h. Press **[2] [0] [0] [0]**;
i. Press **[CASH]**.

4.8.4   Three drinks with a mistake noted before totalising
a. *A Customer wants 2 Carlsberg and a Gins & Tonic. You make a mistake which the customer posts before the total is calculated.*
b. On the number pad enter your PIN and press **[CLERK #]**;
c. Press **[2] [X/TIME] [Carlsberg]**;
d. Press **[Whisky (blend)]** - this is the mistake;
e. Press **[Gin]**;
f. Press **[Soda Water]**;
g. Press **[VOID] [Whisky (blend)]** - removes the mistake;
h. Press **[SUB TOT]** - The till display the amount due and the customer passes you a £20.00 note;
i. Press **[2] [0] [0] [0]**;
j. Press **[CASH]**.

4.8.5   Mistake noted after totalising
A Customer wants 2 Carlsberg and a Gins & Tonic. You make a mistake which the customer posts after the total is calculated.

a. On the number pad enter your PIN and press **[CLERK #]**;
b. Press **[2] [X/TIME] [Carlsberg]**;
c. Press **[Whisky (blend)]** - this is the mistake;
d. Press **[Gin]**;
e. Press **[Soda Water]**;
f. Press **[SUB TOT]** - The till display the amount due and the customer passes you a £20.00 note;
g. Press **[CANCEL]** – cancels the entire transaction;
h. On the number pad enter your PIN and press **[CLERK #]**;
i. Press **[2] [X/TIME] [Carlsberg]**;
j. Press **[Gin]**;
k. Press **[Soda Water]**;
l. Press **[SUB TOT]** - The till display the amount due and the customer passes you a £20.00 note;

4.8.6 A complex transaction

The customer orders 2 Exmoor Gold, 1 Carlsberg, 2 Gin and 1 Tonic plus 3 packets of crisps and two Mars Bars @ 50p.

a. On the number pad enter your PIN and press **[CLERK #]**;
b. Press **[Ex Gold] [Ex Gold]**;
c. Press **[Carlsberg]**;
d. Press **[Gin] [Gin]**;
e. Press **[Tonic]**;
f. Press **[3] [X/TIME] [Crisps]**;
g. Press **[5] [0] [Other Misc] [Other Misc]**;
h. Press **[SUB TOT]** - The till display the amount due and the customer passes you a £20.00 note;
i. Press **[20.00]** - The till display the change amount due.

4.8.7 A complex transaction during which the customer changes his mind

The customer orders 2 Exmoor Gold, 1 Carlsberg, 2 Gin and 1 Tonic plus 3 packets of crisps and two Mars Bars @ 50p. Before totalising the customer decides to have just 1 Mars Bar.

a. On the number pad enter your PIN and press **[CLERK #]**;
b. Press **[Ex Gold] [Ex Gold]**;
c. Press **[Carlsberg]**;
d. Press **[Gin] [Gin]**;
e. Press **[Tonic]**;
f. Press **[3] [X/TIME] [Crisps]**;
g. Press **[5] [0] [Other Misc] [Other Misc]** - Customer now changes his mind;

h. Press **[5] [0] [VOID]** – Removes one Mars Bar'
i. Press **[SUB TOT]** - The till display the amount due and the customer passes you a £20.00 note;
j. Press **[20.00]** - The till display the change amount due.

4.8.8   Interrupting a Transaction

If during the course of a complex transaction a different customer just wants a simple order then interruption by a colleague is possible.

1st Order is: 2 Exmoor Gold, 1 Carlsberg, 2 Gin and 1 Tonic plus 3 packets of crisps @ 40p each and a Mars Bar @ 50p.

First clerk presses:

a. **[1] [CLERK #]**;
b. **[Ex Gold] [Ex Gold]**;
c. **[Carlsberg]**;
d. **[Gin] [Gin]**;
e. **[Tonic]** – at this point the order is to be interrupted;
f. **[0] [CLERK #]** – Clerk 1 is now logged off and the order suspended.

Second clerk logs on, processes the order and completes it – and so is automatically logged off.

First clerk now need to continue with his/her order:

a. **[1] [CLERK #]**;
b. **[3] [X/TIME] [Crisps]**;
c. **[5] [0] [Other Misc]**;
d. **[SUB TOT]**.

4.9   Treasurer's Functions

Several reports can be obtained from the till. Only the, potential, more useful ones are included here.

In **<X>** mode totals are not reset. In **<Z>** mode totals **should** be reset, but the manual is not clear on this. Accordingly separate reset instructions are provided.

For all reports the user needs to sign in before changing the key to the relevant position.

4.9.1   Financial

[1] [SUB TOT] generates the "Financial" report, giving totals of Sales, Error Corrections, Voids, Cancels, NoSales, Waste, Members, Public, etc.

4.9.2   PLU

[3] [SUB TOT] generates the "All PLU" report showing the number of sales and income derived therefrom for each PLU entry.

4.9.3   Group

[5] [SUB TOT] generates the "Group" report showing the number of sales and income derived therefrom for each PLU Group (e.g. Lagers, Spirits).

4.9.4   Daily Sales

[2] [0] [8] [SUB TOT] generates the "Daily Sales" report showing the number of sales and income derived therefrom for each day of the month (i.e. 1 to 31). By resetting the totals before a show the income per day of a show can be obtained.

4.9.3   Group

[5] [SUB TOT] generates the "Group" report showing the number of sales and income derived therefrom for each PLU Group (e.g. Lagers, Spirits).

4.9.4   Resetting Totals

To ensure that the various totals are reset the Treasurer can perform the following:

<Reg> [1] [Clerk #]

<S> [2] [0] [SUB TOT] [X/TIME] [CASH]

[3] [0] [SUB TOT] [X/TIME] [CASH]

<Reg> [0] [Clerk #]

Bar Operation

Appendix 1   Key Pad layout

Campari	Ex Gold	Magners	Becks LA	Bacardi	Rum (dark)	Bitter Lem	J2O	Tom Juice	Other Misc	PAPER FEED	#/NS	MEMBERS	PUBLIC	CLERK #
Ginger Wine	Guest Beer	Thatc Gold	Bud	Brandy	Sthrn Comf	Capri Sun	Lemonade	Tonic Water	20.00	C / CONV	Clear Error	Till Bal.	X/ TIME	Chng Price
Martini	Guinness		Peroni	Gin	Vodka	Cola Bottle	Or. Juice	Water Spark	10.00	VOID	7	8	9	PAY OUT
Port		Wine Glass		Jack Daniels	Whisky (blend)	Cola Tin	Soda Water	Water Still	5.00	RETurn	4	5	6	WASTE
Sherry		Wine Bott		Malibu	Whisky Malt	Ginger Ale	Splash		2.00	Error Corr	1	2	3	SUB TOT
Crisps	Cheddars	Peanuts		Pernod		Ginger Beer	Squash		1.00	CANcel	0	00	.	CASH