

PGR Competency Checklist

Welcome to PGR. Please complete the below checklist within your training shifts and return to Supervisors. Please do not sign off on the below if you do not feel confident with the topic. If you have questions, please ask!

NAME:

DATE:

STARTING SHIFT	OASIS	SOVEREIGN			Trainer	Supervisor
Ensure grooming is up to standard (name badge, ID card)						
All necessary tools on (pens, notepads, etc)						
Swipe on at the correct swiping station						
Directions how to get between all PGR spaces						
IMPORTANT LOCATIONS	FROM OASIS	FROM SOVEREIGN			Trainer	Supervisor
Supervisor Office						
Closest staff toilets						
Stock storage areas						
Bin Areas						
Chemical storage						
First Aid Room – and process						
Security Office						
BEPOZ/CASH HANDLING	OASIS	SOUTH	S DISP	NORTH	Trainer	Supervisor
Offline CC / Gaming charge						
Individual Transactions						
Voucher Redeeming						
Payments – Credit cards/EFTPOS/room charge/redeem points						
Managers Cards						
Cancel orders						
Guest Account Searching						
RSA Buttons						

Tables						
BARS	OASIS	SOUTH	S DISP	NORTH	Trainer	Supervisor
Familiarise the location of the following in all bars:						
Duress button						
Telephone						
White Boards						
Bar layout						
Fridge layout						
Cocktail section layout						
Ice machine						
Backup stock (dry stores)						
Backup stock (cool room)						
Backup glassware						
Backup fruit						
Backup stationaries						
Cleaning Equipment						
BAR KNOWLEDGE	OASIS	SOVEREIGN			Trainer	Supervisor
No Docket No Drink						
Full Beverage Menu						
Diamond Inclusions and Restrictions	NA					
Drink pickup area processes						
Fruit and Juice Rotation						
Cocktail Bible						

FOOD OFFERINGS	OASIS	SOVEREIGN	Trainer	Supervisor
Ordering items from snack menu				
Know difference between Snack menu and voucher menu				
Be aware of additional items VIPs can order				
Know moderations and dietary changes that can be made to the menus				
Cutlery pouches and what meal they go with				
Check cutlery levels and cleanliness				
How to food run				
How to communicate with the chefs				
How to read the pass				
Items to be charged through bepoz				
FLOOR	OASIS	SOVEREIGN	Trainer	Supervisor
Staff area for phones, personal belongings lockers				
Setting up service tray				
Checking section on whiteboard				
Difference between North and South	NA			
Complimentary offerings				
Restricted Offerings				
Authorisation for premium products				
Getting guest name and card number				
Taking orders from guests				
Entering orders into bepoz				
When to take and deliver orders to table games				
When to clear table games				
Clearing your section				
Taking dishes/empties BOH				
Sorting glassware/dishes into separate racks				
Placing trays through dishwasher				
Hot/Cold towels for guests				
Collecting drinks from bar		NA		
Delivering beverages				

Watching out for intoxic guests - RSA				
Replenishing self service area		NA		
Clearing glassware cabinets				
Calling Supervisor for any issues				
Clearing lounges and wiping tables				
Waters on tables	NA			
Maintaining cleanliness of the floor				
Guest bathrooms				
Advising where the cage to change money is for guests				
Break system for staff				
FLOOR	OASIS	SOVEREIGN	Trainer	Supervisor
Tip System and Collecting tips				
Breaking down your service tray				
Call supervisor at end of shift				
BOH CLEANING/DUTIES	OASIS	SOVEREIGN	Trainer	Supervisor
Morning Duties Process				
Fruit Collection				
Linen Delivery and Collection				
Difference between cleaning cloths, napkins etc				
Milk crates are returned to Loading Dock				
FOH and BOH walls must be kept cleaned				
BOH bench areas cleaned before they finish				
Cool room is well maintained cleaned and organised				
Hard Clean Espresso Machine				
Hard Clean BOH				
Hard Clean Self-serve coffee machine		NA		
Bottle crusher & ice maker wiped down and cleaned				