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|  |  |  |  |  |  | | |  | | 09/11/24 PP | | |
| **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 intox 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 |  | |  | | |  | | |  | | |