

# **BAR CONTROL and BAR STAFFING**

## **Objectives :-**

1. To understand beverage control procedures.
2. To understand the names & categories of all the bar staffing.
3. To understand and remember formulas and techniques of bar control procedures.
4. To understand the hierarchy of bar and their duties and responsibilities.

## BAR CONTROL:

- Bar stock to be replenished by written and authorized requisitions, or by using a 'full for empty' bottle system.
- Bars to use standard recipes, standard drink sizes and glassware.
- Bars to sell 'house brands' for all drinks unless specifically requested by the customer, as they will normally give a higher gross profit. 'House brands' may) for example, be determined by a brewery owning a chain of pubs, restaurants and hotels, when it would quite naturally wish to sell its own products in preference to those of its competitors; or by a company that has no liquor ties but negotiates a price advantageous contract with a supplier. In both cases the prices paid for the particular house brand' would normally be lower than if purchased otherwise.
- Check that all bar sales are properly recorded.

- Periodically check proof of liquor in open bottles if tampering is suspected.
- Check that beverage price lists are displayed and freely available to customers.
- Check frequency of 'breakages' recorded Check 'shortages' or 'over's' recorded by accounts department for each bar.
- Check that bar staff has no access to till rolls, etc.

## **Beverage Control Procedures:**

- Check and marry up delivery notes, credit notes, invoices and goods received report.
- Check arithmetic to all paper work.
- Check correct discounts are being allowed.
- Check delivery notes, etc. to cellar inwards book.

E.g. crates, kegs, soda syphons, etc.

- At set periods complete a full inventory of cellar and compare to beverages perpetual inventory book.
- Prepare a stocktaking report of value and type of goods, rate of stock turnover, etc.
- At set periods complete a full inventory of the stock of each bar for beverage control reports.
- Maintain daily and to-date beverage control reports, the amount of detail depending on the size of the unit and the volume of business.
- Prepare end of period beverage reports for management and highlight any problem areas for corrective action.

## **BAR STAFFING :**

The number and type (positions) of beverage service staff needed varies from one establishment to another. Also, the duties and responsibilities (tasks) of these positions depend on the size and

- Maintain beverages perpetual inventory book.
- Maintain container charges and credits for period inventory.
- At set periods complete a full inventory of all chargeable containers, organization of the operation. At one end of the spectrum is a small owner-operated bar, where a Single individual - the owner handles almost all the functions and at the other end is the beverage service of a large hotel/restaurant chain where beverage managers and other positions are found. The organization charts of two different beverage service operations and duties and responsibilities of various positions involved are as follows:

**BEVERAGE SERVERS:** Servers are a group of waiters/waitresses handling beverage service at tables in various types of bars/dining room.

Their duties and responsibilities include recording customers' drink orders; transmitting them to the bartender; picking up the drinks; serving the customers in an efficient and friendly manner, presenting the checks; collecting payments; returning empty glasses to the bar thus helping to keep

the service areas clean; and performing a number of opening and closing tasks. Sometimes, they help bartenders in preparing drinks by putting ice in glasses and adding garnishes. They may also ring up their own checks in the cash register and carry out quick, accurate and honest check routines ;It specific intervals. Ideal servers should possess a pleasant personality, a neat and attractive appearance, good communication Skills, poise, mind for detail, alert and observant, and good basic knowledge about drinks and liquor, They should not only know to identify underage guests and refuse them service but also monitor alcohol consumption and "cut off" guests who are in danger of becoming intoxicated. They should also be good salespeople and should know the art of suggestive selling techniques. In some restaurants, servers serve both food and drinks including wine and thus they should be able to open wine bottles and carry out rituals of wine service.

**BARTENDER:** The bartender is the central figure in any beverage service operation. He is an amalgam of salesperson, entertainer, mixologist and psychologist. The bartender's primary function is to mix and serve drinks for patrons seated at the bar and/or pour drinks for table

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customers served by servers. Thus, he must know of all the drinks the house serves and the techniques of mixing them. Other responsibilities include recording each drink sale, washing glassware and utensils, maintaining a clean and orderly bar, stocking the bar before opening, and closing the bar. In many operations, the bartender also acts as a cashier. He is a host and a promoter whose combination of skill and style build public relations goodwill and good business. He may invent new drinks or think of new ways to market traditional ones. The bartender is a person with patience, good attitude and adaptability. His wit, wisdom and approachability make him or her center of conversation and the advisor of drink concoctions. He should have a pleasing personality, pleasant appearance and should be honest. In a speed bar, the bartender's ability to work quickly and under pressure is essential.

**BEVERAGE MANAGER:** A beverage manager is responsible for beverage service in the entire hotel or large restaurant operation. He or she generally reports to the food and beverage director (in hotels) or to the general manager (in large restaurants). In small operations, the beverage manager's tasks might be performed by a head bartender.

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controlling inventory, standardizing recipes, and designing and constantly improving income control systems. In conjunction with the food and beverage controller or food and beverage director, the beverage manager determines standard beverage costs, develops departmental operating budget and supervises and controls the production and service of beverages. He is also responsible for maintaining quality standards and required profit margins.

**BARBACKS:** One or more helpers to the bartenders generally found in large beverage service operations are called as barbacks. They are often trainee-bartenders, whose job is to assist the bartender. They act as runners or "gofers" to the bartender also. A barback relieves the bartender of all chores except pouring drinks, handling customers and cash register. Sometimes, they may serve beer or simple mixed drinks under bartender's supervision. General duties include setting up the bar; preparing garnishes and special mixed syrups; filling ice bins; washing glassware and utensils; maintaining supplies of towels, napkins, picks, straws, stir sticks, matches; keeping bar surfaces and ashtrays clean; washing fixtures; mopping floors; and running for liquors, beers, wines, and other supplies needed by the bartender.

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When functioning as a department head, the beverage manager is involved in selecting, orienting, training supervising, scheduling, and evaluating staff members. Sometimes, the beverage manager plan beverage service in the banquets and functions.

His duties involve day-to-day management activities like purchasing supplies and equipments,

**THE WINE STEWARD OR SOMMELIER:** Wine Steward also called as wine master, cellar master or wine waiter is an employee who takes orders and serves wines in fine restaurants. He presents the wine list to the guests, makes recommendations, discusses wines, and takes care of serving the wines, thus making the experience pleasurable.

Wine stewards who are true connoisseurs of wines and wine service are called sommelier. They are usually found in upscale restaurants featuring expensive wines, extensive wine lists, and cellars containing thousands of bottles.

A tasting cup called tastevin always hanging from the neck, a cellar key, and sometimes a leather apron are symbols of the sommelier.

A well-qualified wine steward helps in:

- ✓ Creating a wine list that fits the atmosphere and menu.
- ✓ Dealing with suppliers and importers and doing the wine ordering.
- ✓ Negotiating "exclusive" deals to carry certain wines that no one else in the market has.
- ✓ Controlling and keeping inventory of the cellar or wine storage area,
- ✓ Making purchasing decisions to maximize profits
- ✓ Training the servers and other staff members about wine appreciation.

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