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Introduction

What it means to be a Movie Tavern Bartender
At Movie Tavern, the bartenders are expected to be responsible, respectful, and helpful employees. In the chain of command, the bartenders are second only to manager personnel, and therefore a great deal of responsibility is expected of them.

Bartenders are expected to mentor new employees of all positions as well as provide excellent customer service. The bartender’s main objective should be to try to positively influence the flow of events and ensure that the shift is running smoothly. Managers will rely on bartenders to make good decisions.

What is expected of Movie Tavern Bartenders
Bartenders will be expected to be proficient in the following areas:

- Drink preparation
- Guest Interaction and Customer Service
- Cash Handling
- Workstation Cleanliness
- Opening Duties
- Closing Duties
Chapter 1

How to Prepare Signature Drinks
Chapter 1: Drink Preparation

Signature Drinks
Movie Tavern’s signature cocktail menu offers a wide variety of mixed-drinks. Bartenders must be able to prepare these drinks accurately and quickly.

Blue Thing Margarita
Ingredients:
- 1.5 oz Sauza Blue Tequila
- 0.5 oz Finest Call Triple Sec
- 1 oz Finest Call Line Juice
- 1 oz Finest Call Blue Curacao
- 3 oz Finest Call Sweet and Sour

Instructions:
1. Add all ingredients to a shaker tin containing ice
2. Shake vigorously for 3 seconds
3. Salt the rim of a pint glass and serve on the rocks
4. Garnish with a lime wheel

Perfect Patron Margarita
Ingredients:
- 1.5 oz Patron Silver Tequila
- 0.5 oz Patron Citronge
- 1 oz Finest Call Line Juice
- 3 oz Finest Call Sweet and Sour
- Splash Orange Juice

Instructions:
1. Add all ingredients to a shaker tin containing ice
2. Shake vigorously for 3 seconds
3. Salt the rim of a margarita glass and serve on the rocks
4. Garnish with a lime wheel
Strawberry Ti-Ki-Li-To
Ingredients:
- 1.5 oz Sauza Blue Tequila
- 3 oz Simple Syrup
- 0.5 oz Finest Call Lime Juice
- Fresh Mint Leaves
- 1 Strawberry

Instructions:
1. Add the Tequila, mint leaves, and strawberry to a shaker tin
2. Muddle the mint leaves and strawberry thoroughly
3. Add the simple syrup and lime juice
4. Add ice to the tin and shake for 3 seconds
5. Pour into Collins glass and top with Sprite
6. Garnish with a sprig of mint

Caribbean Rum Punch
Ingredients:
- 0.5 oz Captain Morgan Spiced Rum
- 0.5 oz Don Q Crystal Rum
- 0.75 oz Don Q Coco Coconut Rum
- 0.25 oz Meyer’s Dark Rum
- 1.5 oz Orange Juice
- 1.5 oz Pineapple Juice
- 0.5 oz Finest Call Grenadine

Instructions:
1. Fill a Collins glass with ice and add the Captain Morgan, Don Q Crystal, and Don Q Coco
2. Add the orange juice and pineapple juice
3. Pour the Finest Call Grenadine near the edge of the glass so it sinks to the bottom
4. Float the Meyer’s Dark on top
5. Garnish with an orange slice
Titanic Tea

Ingredients:

- 0.5 oz Captain Morgan Spiced Rum
- 0.5 oz Smirnoff Vodka
- 0.5 oz Patron Citronge
- 0.5 oz Tanqueray Gin
- 3 oz Finest Call Sweet and Sour

Instructions:

1. Fill a Collins glass with ice and add the Captain Morgan, Smirnoff, Patron Citronge, and Tanqueray.
2. Add Finest Call Sweet and Sour and stir gently with a straw.
3. Top with Coca-Cola.
4. Garnish with a lemon wheel.

The Stinger

Ingredients:

- 1.5 oz Jack Daniel’s Tennessee Honey Whisky
- 0.5 oz Tuaca
- 3 oz Pineapple Juice
- 0.5 oz Finest Call Grenadine

Instructions:

1. Fill an Old Fashioned glass with ice and add the Jack Daniel’s Tennessee Honey and Tuaca.
2. Add the pineapple juice and stir gently with a straw.
3. Float the Finest Call grenadine on top.
4. No garnish.
Sahara Sangria

Ingredients:

- 1.5 oz E&J Brandy
- 0.5 Patron Citronge
- 1.5 oz Orange Juice
- 1.5 oz Pineapple Juice
- 0.5 oz Finest Call Grenadine
- 0.5 oz Madria Sangria

Instructions:

1. Fill a Collins glass with ice and add the E&J and Patron Citronge
2. Add the orange juice and pineapple juice and stir gently with a straw
3. Pour the Finest Call Grenadine near the edge of the glass so it sinks to the bottom
4. Float the Madria Sangria on top
5. Garnish with a lime wedge
Guest Interaction and Customer Service
Chapter 2: Guest Interaction and Customer Service

Greeting Guests
In order to provide guests with the best possible Movie Tavern Experience, bartenders must focus on every guest at the bar top and in the lobby.

The first thing that a guest is likely to see when entering the building is the bar, and therefore the bartenders are likely to be the first Movie Tavern employees that guests encounter. When a guest enters the building, a proper greeting should be initiated.

When greeting a guest:

1. Smile and make eye contact.
2. Greet them with “Welcome to Movie Tavern” and ask how they are doing.
3. Place a beverage napkin in front of each guest as you greet them to signal to other bartenders that the guest has been greeted.
4. Act as a Movie Tavern Tour Guide for first time guests; explain the Movie Tavern Experience and suggest favorite menu items.
Providing Excellent Customer Service

It is imperative that every interaction any Movie Tavern employee has with a guest is both pleasant and professional. Positive experiences will encourage guests to return and provide the company with more of their business.

The following should be taken into account when interacting with guests:

- Always be polite.
  - Even if the guest is upset or unhappy, be polite and respectful, and try to resolve any conflict that may exist.
- Try to be as helpful as possible.
  - Always ask the guest what you can do to be of assistance.
  - Frequently check-in with guests that are sitting at the bar to make sure they are doing well, and ask if there is anything else that they need.
  - If you see a guest that looks confused or lost, approach them and ask if they are in need of assistance.
- Be willing to help all fellow employees as well as guests.
  - Helping coworkers when they need it not only helps the employee in need, but will improve the flow of operations within the building, therefore helping to ensure that every Movie Tavern guest is attended to carefully.
How to Interact with Angry Guests/How to Handle Guest Complaints

If an angry guest approaches you with an issue or complaint, it is important to know how to react. The guest may be very passionate, sometimes even yelling or swearing. The issue must be addressed in a calm and respectful fashion.

If a guest is causing a disturbance:

1. Express that you will do everything in your power to help resolve the issue.
2. If yelling or swearing persists, respectfully explain that Movie Tavern is a family-friendly environment, and that if they do not calm down they will be asked to leave the premises.
3. Listen to their complaint.
4. Apologize for any inconveniences they might have experienced.
5. Attempt to solve their problem.
6. If the problem is beyond your control, ask the guest if they would like to speak with a manager.
7. After the problem has been resolved, apologize again, and tell the guest that you will be happy to help again in the future.
Customer Service Tips

- Always be willing to help your coworkers, no matter what job they have.
  - Often times helping out a server, food runner, or box/host can make a great deal of difference to many guests.
- Actively look for guests that may need your help.
  - If you think there’s any chance that the guest might benefit from your assistance, approach them and ask if there is anything that you can do to help.
- If you aren’t able to help a guest, find them someone who can.
  - If you are unable to help a guest because you do not know how, or do not have time to, find someone who can. Tell the guest that you will find someone who can help them, and go seek out a coworker or manager that will be able to help.
Chapter 3

Cash Handling
Chapter 3: Cash Handling

Being Responsible with Money
Bartenders have much greater responsibilities than other Movie Tavern Employees. Accurate cash handling is very important. Guest focus is a priority. Multi-task and anticipate the needs of bar guests to ensure that the bar transactions occur smoothly. The less confusion and hectic bar activity there is, the easier it will be to carry out payment transactions. The primary objective of successful money handling is to always have the exact required amount of money in the cash drawer at all times. Making exact change will ensure that the cash drawer contains exactly the correct amount of money.

Cash Transactions
1. Use a Money Testing Marker to test the authenticity of all bills $20 and over. If there is any question to the authenticity of a bill, test it.
2. Always return exact change to the guest. Do not round up or down, no matter how small the difference may be.
3. Always give the guest a copy of the receipt with their change, if no change is needed, present them with a copy of the receipt as well.
Credit Card Transactions
1. Always verify the ID of the cardholder to avoid credit fraud.
2. Swipe the card and return the card to the guest, along with a copy of the receipt, a signature slip, and a duplicate signature slip for the guest to keep.
3. If there is a problem with reading the credit card, seek a manager’s help to enter the card information manually.
4. Collect the signed signature slip and enter the final amount, including the tip amount.
5. Pull the allotted tip from the cash drawer and place it in the designated tip jar.
Fly Chapter 4

Workstation Cleanliness
Chapter 4: Workstation Cleanliness

Keeping the Bar Clean
Maintaining bar cleanliness is a very aspect of bartending at Movie Tavern. A clean bar not only reduces health-related risks like cross contamination, but also presents a more inviting atmosphere for bar guests. Movie Tavern visitors are much more likely to visit the bar if it is kept clean. It is imperative to clean the bar as the shift progresses. Any down time should be spent cleaning the bar.
Bar Cleaning Tips

- If you spill something, clean it up immediately. An unattended spill could lead to injury, and any leftover spill could attract pests like flies or ants.
- Frequently wipe-down the bar top. Guests will be less likely to approach the bar if the bar top looks messy, wet, or sticky in any way.
- Have cleaning supplies readily available. Having the necessary cleaning supplies available at all times will make it easier to clean as you go.

Keep the following at the bar at all times:
- Sanitizer water (change every 4 hours)
- Fresh cleaning rags
- A broom and dustpan
- Fresh Trash bags
- Extra paper towels and napkins
- Hand soap

- Remember, maintain a clean bar is crucial to attracting customers and making sales
Chapter 5

Opening Duties
Chapter 5: Opening Duties

Opening the Bar
The opener’s job is to prepare the bar for the entire day. Since more people come to see movies during the afternoon and evening than they do in the mornings, it is important that the opening bartender makes sure that everything is stocked and in working order for later in the day.

Opening Tips
- Make sure that the bar is stocked with backups of everything that could be needed throughout the entire day. It is better to be overstocked than understocked.
- If anything is missing or damaged, report to the manager immediately.
- Anticipate that the afternoon and evening will be very busy, and prepare accordingly.
List of items to stock

- Straws
- Napkins and beverage napkins
- Silverware
- Glassware
- Liquor bottles
- Wine and beer bottles
- Freshly cut fruit and garnishes
- Cleaning supplies
- Any batched drink mixes
- Any miscellaneous items that may pertain to seasonal drinks or event-related promotions
Chapter 6

Closing Duties
Chapter 6: Closing Duties

Closing the Bar
The closer’s job is to make sure that everything is put away and cleaned properly, so that the opener does not have to clean, and can find everything that they need when they get to work in the morning. If a closer does not do a good job with the closing duties, the opener will struggle trying to clean up from the night before as well as their own opening duties. A bad close can throw the whole next day out of balance, therefore it is extremely important to perform closing duties adequately.

List of Closing Duties

- Put away all liquor bottles.
  - Some stores may require that liquor bottles be stored and locked up in supply closets for the night.
- Store any juices, mixes, and other perishable items in the proper coolers.
- Wipe down all surfaces with a solution of water and sanitizer.
  - All surfaces should be adequately sanitized and free of any wetness, stickiness, or mess of any form.
- Clean the floors using sanitizer and deodorizer.
- Stock any items that the opener might need.
  - Even though it is typically the opener’s job to make sure the bar is completely stocked, closers should stock anything that the openers might need to help their shift go as smoothly as possible.
- Clean any dirty glassware and put it away properly.