

BEVERAGE SERVICE STANDARDS

“Army Catering & Club Operations”



TYPE OF BAR SERVICE

- Type of BARS

- 1) Regular Bar / Lounge Operations

- 2) Banquet Function Bars:

- Hosted Bars

Under this arrangement, the guest is charged on a per-drink or bottle basis and charges are posted to the client's master account for all beverages consumed.

- Open Bars

Under this arrangement, beverage service is unlimited and charged on a per person basis for a specified period of time. Generally, there are a minimum number of people required and charged by the hour and half hour increments. These charges are also posted to the client's master account.

- Cash Bars

Beverages are charged on a per drink basis. Payment is collected at the time the drink is served to each individual guest. Procedures should be set-up to accept, not only cash, but charge cards and room charges. It is required that a cash register or a ticket system be in place for all cash bars.

- Self-Service Bars

The general procedures are relative to the Host Bar service. In this arrangement, it is suggested that only beer, wine, soda and mineral waters be offered, as cocktail service is difficult for the guests to prepare on their own. This service will not require a bartender; however, an attendant should be scheduled to replenish products as needed.

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TYPE OF BAR SERVICE

- Tips you can use for Banquet Function Bar Operation.
 - ✓ Staff **one bartender per 75 guest for hosted bars and one per 100 guests for cash bars.**
 - ✓ Bars should be ready a minimum of **15 minutes prior** to the start of the event.
 - ✓ Always include a cocktail napkin when handling a drink to a guest.
 - ✓ Handle glassware only by the base or stem. **Never touch the rim.**
 - ✓ Tip glasses or other containers are not permitted to be used in view of the customer.
 - ✓ Display a menu board of the specialty drinks near the bar so guests in line will be able to see the selections and trade up.
 - ✓ Offering samples of higher tier wines will add value and provide guest with more options.
 - ✓ When offering only a wine, beer, and soda bar, use the Standards back bar display to feature the wines and beers being offered.
 - ✓ **Decorate the bar to match the theme of the room.** It will help carry the atmosphere throughout the event and adds value.
 - ✓ Instead of using the rolling bars (especially at themed events) consider building a bar from banquet tables. It will provide guests with a different look and gives the appearance of a stationary bar.
 - ✓ Dress the bartenders with a costume or uniform to reinforce the atmosphere of the themed event.
 - ✓ During an event, the bartender should be always anticipate any needs; do not wait until it is too late to contact the bar runner or captain.
 - ✓ Always prepare drinks in accordance with the Beverage Recipes.

As a member of the _____ Club, always know that

Your Work is Valued

Your Service is Important.

Your Success is Critical to the delivery of our Promise.

Thank You

