

BEVERAGE SERVICE STANDARDS

“Army Catering & Club Operations”



SETTING UP THE BAR

Beverage Product.

- Spirits
 - gin, vodka, rum, whisky, blends
 - House, call, and premium
- Wines
 - Region, Grape, Color, Type
- Beers
 - Style – pilsner, porter, stout, ale, lager
 - Characteristics – light, lite, dark, amber
 - Production – Mass, microbrew, brewpub.



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SETTING UP THE BAR

Bar Station should be designed to maximize the bartenders' speed and efficiency in serving guests.

Each station should be set up in the same manner that bartenders are not searching for product as they move around the bars.

Guidelines for the bar include:

- Replenishing the supplies and liquor stock with specified quantities of each brand.
- Cubed ice in the bin with the ice scoop placed handle up in the ice.
- All necessary garnishes in their proper containers.
- Straws, napkins in the napkin holder – organized and in easy reach.
- Well liquors, arranged in a specified order, located in a speed rail attached to the ice bin.
- Lime mix and Grenadine in the speed rail.
- Most frequently used call liquors located at every station in the speed rails.
- Glassware stored in its designated area at each station.
- Tray receptacle nearby.

1. ALCOHOLIC BEVERAGES

- Each bar should have a standard brand-by-brand list of liquors, beers and wines that should be in stock at the bar to begin the working day, with specified quantities of each brand.
- Beverage must be arranged for efficient use. Bottle beer, wine and champagne must be chilled (38° - 40°F), rotating the stock in the coolers to bring forward the cold bottles from the day before.
- Draft beer should be checked for supply, CO2 pressure, and temperature of keg cooler (36° - 38° F).
- Pourers should be checked for cracks and leaks and replace if necessary.

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❖ LIQUORS / LIQUEURS / CORDIALS

❖ WE PROUDLY POUR A PREMIUM WELL

Premium brands offer a better quality product with higher consumer recognition. A premium well will also reduce the number of line items in our liquor inventory by having only two tiers of product: premium well and premium call.

PREMIUM WELL

Smirnoff
Seagrams Gin
Bacardi Silver
Jim Beam
Seagrams Seven Crown
Cuervo Gold

PREMIUM CALL

Grey Goose
Tanqueray
Captain Morgan
Jack Daniels
Crown Royal
Hennessy VS Cognac
Chivas Regal
Makers Mark
Patron Silver

Liqueurs:
Jagermeister
Baileys Irish Cream
Kahlua
Amaretto
Southern Comfort



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❖ LIQUORS / LIQUEURS / CORDIALS

* The speed rail at each station must be checked to be sure there is a starting supply in every bottle. The speed rack is designed for convenience. The speed rail or speed rack is a bottle width rack for liquor bottles that attaches to the apron of the under bar. Well liquors are placed here for the “speed” it offers the bartender. Most bartenders arrange their stations with the bottles in a certain order according to frequency of use. They know where each one is and the can reach the right bottle with speed and accuracy.

Below is showed the industry standard speed rack set-up in order.

➤ Example of Speed Rack Set-Up

RUM VODKA GIN BRANDY WHISKEY SCOTCH BOURBON TEQUILA



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❖ Beer

Catering requires only a limited selection of available beers. Recommendation is no more than 6 brands total. These should include:

- 2-3 Domestic Brands to include Light Beer options
- 1-2 Craft Beers (e.g. Sam Adams, Fat Tire, etc.)
- 2 Imports

Tips you can use:

Many factors play into the proper way to serve a perfect glass of beer: the condition of the glass, the way the beer is poured, and the temperature of the beer.

- ✓ All beer should be kept cool and used promptly.
 - Cans and bottles will stay fresh when stored between 40° - 70°F while unpasteurized beers should be refrigerated at all times.
 - Draught beer must be kept cold from distributor to the taps, and a refrigerated beer cooler or beer box.
- ✓ Always rotate your stock to avoid outdated product.
- ✓ The draft system includes one or more kegs of beer, CO2, taps, lines from the CO2 to the kegs and from the kegs to the taps, and a refrigerated beer cooler or beer box.
- ✓ The right amount of CO2 pressure is critical with draught beer. Too much and the beer becomes over carbonated and foams excessively. Too little pressure has the same effect. The correct pressure is different for every setup since it depends on many variables, from the diameter of the hose and the length of the run to the temperature of the beer and the height of the tap. Your local distributor has employees who have been trained specifically on draft systems and will be able to help the pressurization of the beer cooler.
- ✓ Beer lines should be cleaned monthly at a minimum.
- ✓ Faucets should be thoroughly cleaned every two weeks.
- ✓ A pitcher of warm water should be poured down the beer drains every night.

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SETTING UP THE BAR

❖ Beer

Serving Draught Beer

- ✓ The glass must be “beer clean”: grease free, film free, and lint free.
- ✓ Using the proper techniques for pouring will deliver a beautiful glass of beer with a good head.
 - A good head is a collar of firm, dense foam reaching slightly above the top of the glass, ½ to 1 inch thick.

Follow these steps to pour a perfect beer:

- Hold the glass at a 45 angle about an inch below the tap and open the tap all the way. A partially opened tap will cause the beer to foam.
 - When the glass is about half full, straighten it upright and let the beer pour down the middle of the glass with the tap completely open.
 - When the head has risen slightly over the rim of the glass, close the tap.
- ❖ Notice that the whole procedure is one continuous motion from beginning to end, not little spurts.

TROUBLE SHOOTING DRAUGHT BEER is shown following page:



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SETTING UP THE BAR

❖ TROUBLE SHOOTING DRAUGHT BEER

TROUBLE	CAUSES
FLAT BEER	<ul style="list-style-type: none">▪ Greasy glasses▪ Beer drawn too soon before serving▪ Pressure : too low, leaky pressure line, sluggish regulator▪ Obstruction in lines▪ Loose connections▪ Long exposure to air (instead of carbon dioxide)
WILD BEER	<ul style="list-style-type: none">▪ Beer drawn improperly▪ Too much pressure, faulty pressure valve▪ Beer too warm in kegs or line▪ Lines: too long, poorly insulated, kinked or twisted
CLOUDY BEER	<ul style="list-style-type: none">▪ Beer too warm at some time (storeroom or delivery)▪ Beer frozen at some time▪ Beer too cold▪ Defective valves at keg▪ Old beer▪ Lines : dirty, hot spots, poor condition
BAD TASTE	<ul style="list-style-type: none">▪ Keg too warm▪ Glasses: not beer – clean▪ Dirty lines, dirty faucets▪ Failure to flush beer lines▪ Bad air in lines▪ Unsanitary conditions at the bar
UNSTABLE HEAD	<ul style="list-style-type: none">▪ Beer drawn incorrectly▪ Glasses not beer-clean▪ Too short a collar▪ Flat beer causes

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Kiwi Martini

SETTING UP THE BAR



2. GARNISHES

Garnishes add both taste and eye appeal and when done properly, leave the guest with a lasting impression of quality. Use your imagination to create new and fun garnishes, especially for frozen drinks. All standardized recipes for alcoholic beverages should list an accompanying garnish if one applies.

Lemons:

The best lemons are medium in size, with the medium-thick skin. A good size lemon is a 165 count (165 lemons to a case). To increase the juice yield of a lemon, soak it in warm water and roll it back and forth on a hard surface while exerting pressure with your hand.

- Lemon Wedges are used for appearance and for squeezing juice into individual drinks.
- Lemon Twists are used for the flavoring of the rind; they are gently twisted to bring the oil of the lemon to the surface of the peel.



Limes:

The best limes are a deep green and seedless and on the small to medium size. A good size of lime is a 54 count (54 limes to a case). To cut a lime wedge, cut the lime across the short way and then quarter each remaining half. To serve, rum the wedge around the rim of the glass, squeezing gently, and drop it into the drink.

Oranges:

Navel oranges are ideal because they are seedless. A case count of 80 gives you a good size to make orange slices and wheels.





SETTING UP THE BAR



2. GARNISHES - continued-

Maraschino Cherries:

These items need no special preparation as they come in cans or jars. These garnishes are removed from their juices, set up in a condiment tray and kept moist until it is time to start to serve. Covering these items with a damp towel until serving will keep them from drying out.

Also they add little flavor when dropped into a drink, most people prefer to pull the cherries out by their stems and eat them as well. Because of this, buy maraschino cherries with stems attached if possible.

Be aware that green maraschino cherries carry a very strong, very different, and very minty flavor while red maraschino cherries are sweet and tasty.

Olives:

The traditional martini garnish, green olives should be served without pimentos (the little red thing sometimes found in green olives) and served skewered on a toothpick, plastic sword, or martini skewer and placed in the drink. Although some drinks specifically call for black olives, if the recipe doesn't specify what color olive to use then a green olive is appropriate.

Celery Stalks:

The traditional decoration of a Bloody Mary, you should cut as little as possible from the celery, leaving the leafy end above the level of the liquid while also leaving as much of the celery as possible to be chewed on by the drinker. .

COCKTAIL GARNISHES



Wild Hibiscus flower, cherry and chopstick
Garnish served in an Adam & Eve Martini



Cucumber Slice Skewer served in a Saketini



A lime peel "twist" for a garnish
adds an elegant touch to this Martini



Garnish with Edible Flower

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3. JUICES AND MIXES

Setting up juices and mixes is a matter of checking supplies, tasting leftover supplies for freshness, and arranging them for efficiency and speed. All should be refrigerated.

If juices are purchased by the can, they must be transferred to a clean plastic or glass container once they are opened.

Standard juices to keep on hand are:

- Orange
- Cranberry
- Grapefruit
- Pineapple

Recommended brand for premium cocktail mixes:

- Grenadine
- Lime Juice
- Margarita
- Mia Tai
- Non-Alcoholic Triple Sec
- Pina-Colada
- Raspberry
- Spicy Bloody Mary
- Strawberry
- Sweet and Sour
- Tom Collins

Several standard items should be on the soda gun:

- 7-up
- Cola / Diet Cola
- Tonic / Ginger Ale
- Club Soda
- Milk and Cream



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4. CONDIMENTS

Condiments are used at the bar to add a special flavor or enhance the total flavor. The most common condiments used at the bar are:

Tabasco – liquid hot pepper:

- Worcestershire sauce – used to season some versions of Bloody Marys
- Coarse salt – to rim margarita glasses
- Sugar – to rim glasses Salt and Pepper

Ice:

- The ice bin should be filled with fresh ice with clean just prior to opening. Clean ice scoops should be ready in the bins.
- Ice is a consumable food product and must be handle with care. Below listed are several “Don’ts” to keep your ice clean and fresh:
 - a. Never touch ice with the hands. Use a scoop to fill a glass.
 - b. Never use a glass as a scoop. If a glass should break in the ice bin, immediately empty the ice bin and wash it out.
 - c. Never put anything in the ice bin to cool – no wine bottle, no warm glass. It may transmit dirt and germs. It could also damage the warm glass.
 - d. Do not position condiment trays over ice bins. Something could fall in.
 - e. Never reuse ice. Throw out all ice from used glasses. Start each drink with fresh ice in a fresh glass. If the customer insists on using the same glass, put fresh ice in the glass away from the ice bin, taking care not to touch the scoop to the glass. This will avoid the problem of cross-contamination.
 - f. Do not use ice scoops for anything other than ice.

5. ACCESSORIES

Accessories for garnishing

- Picks may be either colored plastic type of round wood toothpicks. They are used to spear the olives and cherries or to make garnish combinations.
- Straws are useful in two lengths: the 5-inch for drinks in a rocks glass and the 8-inch length for highballs and Collin-sized drinks.

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

