



جَامِعَةُ  
الْمَنَارَةِ  
MANARA UNIVERSITY

## Bar preparation

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### - **Bar opening duties:**

- 1- Completing the requisition for the bar stocks for the day's trading (business).
- 2- Carrying out the housekeeping duties.
- 3- Requisitioning food items which are required from the stores.
- 4- Wiping and polishing bar table tops where appropriate.
- 5- Collecting dean linen before service.
- 6- Checking the cash float.
- 7- Checking that an adequate supply of ice is available.
- 8- Laying out cocktail equipment where needed.
- 9- Polishing the glassware.
- 10- Attending to the beer casks in the cellar, a small sample of each beer should be tasted.
- 11- Cleaning one area of the bar shelves thoroughly on each day of the week, so that over the seven-day period every part of the bar receives attention.

### - **Bar closing duties include:**

- 1- Checking and cleaning the tills.
- 2- Completing bar summery sheet.
- 3- Removing empty bottles from the bar.
- 4- Attending to the beer casks in the cellar and turn off the beer taps.
- 5- Collecting all glasses and ashtrays from the tables.
- 6- Brushing out the ashtrays into a metal bin.
- 7- Washing all glassware.
- 8- Returning useable fruit to the fridge.
- 9- Pulling down and securing all grills, hatches and windows.

- 10- Disconnecting electrical equipment, except for tills and refrigeration or cooling cabinets.
- 11- Making the bar ready for early cleaning the next morning by placing the chairs on the tables.
- 12- Starting a requisition list of known items of stock which will be required the next day.

### **Bar staffing**

The number and type (positions) of beverage staff needed varies from one establishment to another. Also, the duties and responsibilities (tasks) of these positions depended on the size and organization of the operation. A 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 host/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 beverages service at tables in various types of bar/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.

Ideal servers should possess a pleasant personality, a neat attractive appearance, good communication skills, poise, mind for details, alert and observant, and good basic knowledge about drinks and liquor.

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, and psychologist. The bartender functions are:

- Mix and serve drinks for patrons seated at the bar and/or pour drinks for table customers served by servers.
- He must know all the drinks the house serves and techniques of mixing team.
- Other responsibilities include recording each drinks sale, washing the glassware.
- Stocking the bar before opening and closing the bar.
- 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, he should have a pleasing personality, pleasant appearance and should be honest, he should work quickly and under pressure.

#### **Beverage manager:**

- He is responsible for beverage service in the entire hotel or large restaurant operation.
- He generally reports to the food and beverage director or to the general manager.
- In some small operations, his tasks might be performed by a head bartender.
- He is involved in selecting, orienting, training supervising, scheduling, and evaluating staff members.

- His duties involve day-to-day management activities like purchasing supplies and equipment.
- He determines standard beverage costs, develops departmental operating budget and controls the production and service of beverages.
- He is also responsible for maintaining quality standards and required profit margins.

#### **Bar backs:**

One or more helpers to the bartenders generally found in large beverage service operations are called as bar backs, they are often trainee-bartenders, whose job is to assist the bartender.

General duties include:

- Setting up the bar.
- Preparing the garnishes and special mixed syrups.
- Maintaining supplies of towels, napkins, picks, straws, matches.
- Keeping bar surfaces and ashtrays clean, mopping floors, washing fixtures.
- Running for liquors, beer, wines, and other supplies needed by the bartender.
- Filling ice bins.

#### **The wine steward or sommelier:**

He is an employee who takes orders and serves wines in fine restaurants, he presents the wine list to the guests, make recommendations, discusses wines, and takes care of serving the wines.

A well-qualified wine steward helps in:

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

### **Bar theft and fraud:**

Dishonest bar staff (attempt to) steal sales revenue in many ways, the different ways by which the employees steal (revenue and liquor) and precautions that the management can take to reduce the possibility to theft and hence frauds are given sequentially hereby.

#### **1- Under pouring:**

Also it is called short pouring, it is pouring a measure lesser than what has been ordered by guest. E.g. if a bar under pours- five drinks by one sixth the normal measure , it results an excess which can be sold as a sixth drink. Here, the sale of sixth drink is not recorded and the resulting cash be payment is pocketed).

#### **2- Substitution:**

Serving a lower quality brand when guests order for call brand and billing the guest for the expensive call brand, thus pocketing the extra cash is called substitution.

#### **3- Bringing in personal bottles:**

Also called the phantom bottle fraud, bartenders serve drinks from these bottles when the guests order matches with the nature/brand of liquor brought in by them. This manner results in severe loss of revenue to the organization.

#### **4- giving away free drinks to friends:**

Precaution: do not allow bartenders to provide complimentary drinks without management approval.

**Introduction:**

For any catering establishment, the basis of preparing and serving meals acceptable to consumers in the purchasing of food of desired quality. While taking decisions regarding purchasing of foods, the handling of different commodities should be kept in mind.

The manner in which the foods are brought from the farms or manufacturing units to market also affect their nutritional and preservation qualities. It is the duty of the purchasing manager of the establishment to keep pace with prevailing prices of the commodities in the market, he should also understand the fluctuation from time to time in wholesale and retail markets.

**The purchasing procedure:**

The procedure can be broken into five steps:

- 1- A requisition from an authorized member of staff, for example restaurant manager, head chef,...etc. informing the purchasing manager of the low stock levels of items.
- 2- The selection of the source of supply.
- 3- Entering into contract with the supplier by phone or in writing and negotiating the price to be paid, the time, date, and the place of delivery.
- 4- The acceptance of goods ordered and the adjustment of any discrepancies in quality or quantity of goods delivered.
- 5- The transfer of commodities to the ordering department or to the store or cellar.

### **The selection of the supplier:**

A supplier can be easily selected from among those that the buyer has previously purchased from in that quality of goods received, price and services offered would be known. the supplier must follow these points:

- Full details of the firm and range of items they are selling.
- Copies of recent price list.
- Details of trading terms.
- Details of other customers.
- Samples of product.

### **Methods of purchasing:**

The methods of purchasing depend on the quantity of food items required by the establishment. The methods are as the follows:

#### **1- Purchasing by contract:**

There are two common types of contracts used:

- The specific period contract, (often three to six months).
- The quantity contract.

#### **2- Purchasing by daily market list:**

This method is used when purchasing perishable foods on a daily basis and when it is possible to have two or more approved suppliers. The price would be based on the quality of item required, the quantity required and the esteem placed by the supplier to supply a particular establishment.

#### **3- Purchasing by week/fortnightly:**

This method is used to purchase grocery items where a delivery of once a week or fortnight is adequate, it is similar to that described when purchasing perishable foods by daily market list.

#### 4- Purchasing by cash and carry:

This is most suitable method for small and medium sized establishments, there is complete freedom for purchasing from the market at competitive price and buyer can personally check the quantity and taste of the items.

#### 5- Purchasing by paid reserve:

The caterer buys in advance of these items to on a safe side and to cover the needs for future months, ( the items which is of particular importance to a restaurant ea. jumbo size prawns....etc).

#### 6- Total supply:

It is a method offered only by a few major suppliers who are able to offer a full supply service of all commodities to cater.( the main disadvantages is that of being tied to one major supplier...).

#### 7- Cost plus:

It is used in the welfare sector such as hospitals, catering institutions,....etc. the approved supplier is paying exactly the same price of the commodities plus percentage to include the cost of handling ( delivery charges and a margin of profit).

### Purchasing the beverages:

There are five sources of supplying for purchasing beverages:

#### 1- Wine shippers:

The shippers purchase the wines from origin countries. Then these wines are shipped to places where they are demanded.

#### 2- Wholesalers:

These are the subsidiary wine companies if the large breweries or independent wine companies. They have a large variety and supply of beverages.



### 3- Beverage manufacturers:

Any purchasing manager contacts the beverage manufacturers when the establishment wants to purchase the beverages in sufficiently larger quantities , normally, the spirits and beers are purchased by this method.

### 4- Cash –and-carry:

This method offers a large variety of beverages at very affordable and attractive price but has the disadvantage that offers no other services. They are useful in emergencies or when some special offers are made.

### 5- Auctions:

This method is only useful for the sale of wines. By this method only small wines can be purchased from any other hotel or private establishments.

### Purchase order:

It is a formal agreement that the product is going to be brought at a specific price. They are submitted by an establishment to the supplier. A purchase order is a promise to purchase goods as opposed to an invoice, which is created by the supplier for goods already delivered.

The following are the advantages of the purchase order:

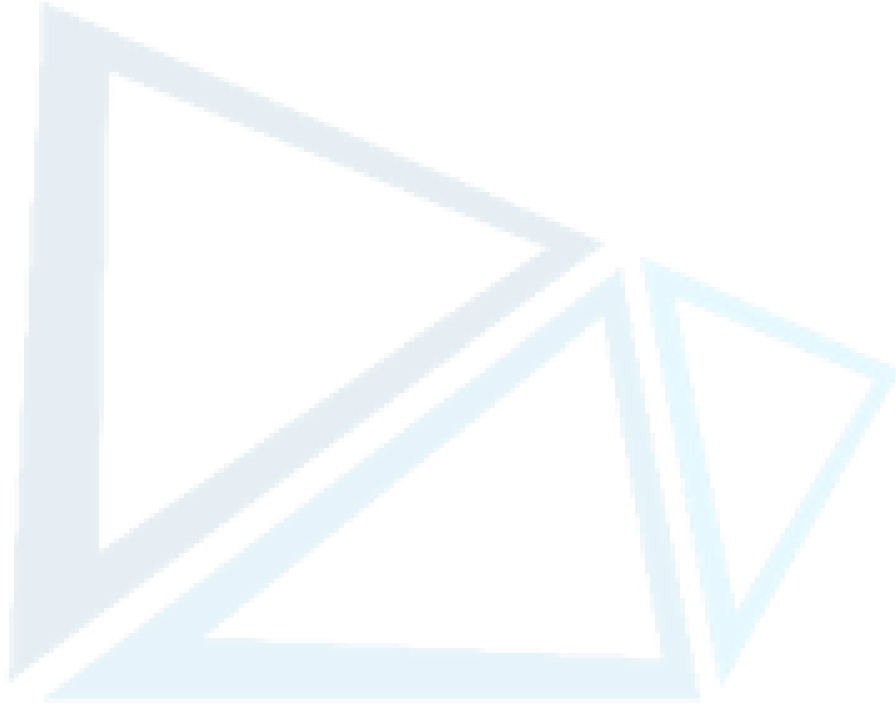
- Written verification of price that has been quoted.
- Written verification of quantity that has been ordered.
- Written verification of receipt of the food and the beverage that have been ordered.
- Written verification of conformance to product specification.
- Written instructions to receiving clerk.
- Written authorization to prepare vendor invoice for payment.

Purchase order

SHIP TO: ACQUISITIONS DEPARTMENT XYZ Co. Pvt. Ltd. Karolbagh, New Delhi		BILL TO: ACQUISITIONS DEPARTMENT XYZ Co. Pvt. Ltd. Karolbagh, New Delhi,	
ATTN: Gafur and Sons Meat & Vegetables Wholesaler New Delhi			
ORDER DATE	SHIPPING INSTRUCTIONS	P.O. TYPE	
04/07/1999		BUY LIST	NET 30
PAYMENT TERMS DAY			
ACCOUNT NUMBER SB-200076543			
Quantity	Description	List Price (Rs)	Cost (Rs)
20 kg	Ground mutton	240/kg	4800
SHIPPING CHARGE			.00
SALES TAX			.00
SERVICE CHARGE		480	
PROCESSING CHARGE			.00
MISCELLANEOUS CHARGE			.00
DISCOUNT			.00
TOTAL			Rs 5280.00



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