

for us it is very important that you

KNOW YOUR JOB ROLES



FLOORTENDER

Clearing glasses from tables and the customer area

Wiping tables after the customer has left and the glasses have been cleared

Ensuring the toilets are kept to the highest standards (in some bars)

Clearing any empty glasses from the smoking area, emptying & cleaning ashtrays and wiping tables in the smoking area on a regular basis

Sweeping up any breakages in the customer area – with the ‘claims culture’ we now live in this is essential, if a customer falls onto broken glass your company could face a hefty court case and you would most likely lose your job

Mopping up any spillages on the floor & placing a wet floor sign above the spillage.

THE AVERAGE CUSTOMER SPENDS ONLY 10% OF THEIR TIME AT THE BAR BEING SERVED BY A BARTENDER



90% OF A CUSTOMER'S TIME IS ON THE FLOOR WITH YOU

It is therefore essential the floortender provides the highest level of service as it is likely they will make the biggest difference to a customer's experience... how many times have you gone to sit at a table and realised the previous customer has spilt a drink on the table and their glasses haven't been cleared... what impression does this give to you as a customer?



BAR BACK JOB ROLES

**GREAT BAR BACK'S
=
GREAT BARTENDERS**

"THE BAR BACK'S JOB ROLE IS THE HARDEST ROLE IN ANY BAR, BUT WITHOUT ONE A BAR SIMPLY WOULDN'T RUN."

Washing the glasses collected by the floortenders and replacing them on the bar

Replenishing stations with ice

Replenishing stations with cut fruit

Replenishing stations with citrus juice

Replenishing stations with fruit juice

Restocking bottle fridges

Restocking each station's bar caddy

Changing the bin on the bar for an empty one if it becomes too full

Replacing any empty spirit bottles for the bar.

Changing kegs/postmix/gas.

BARTENDER JOB ROLES

As a bartender you become the face of the business as you are likely to be the first person a customer comes into contact with when they enter.

First impressions count, so make sure yours is a good one!!!

You must always be smartly dressed, well groomed, hair tidy and have high levels of personal hygiene.

Bartenders are responsible for the following tasks:

Giving customers the highest standard of service

Serving the highest quality drinks to each customer

Ensuring the bar top is kept clean and dry at all times

Serving every drink on a bev nap (beer mat)

Serving every bottle and draught product with the branding facing the customer



Visit www.beabetterbartender.com for more tips.

