



Waiting & Bar Staff Expectations

- Be alert & approachable
- Be friendly
- Have product & service knowledge
- Be efficient/clean/accurate
- Keep moving at all times/ always be busy/ find something to do.
- Think about the comfort of the patrons all the time, Fire, air cons wind doors open etc.
- High chairs to be cleaned before they are stored in the laundry
- Food scraps on the floor need to be cleaned up after lunch shift.
- Don't set chairs or tables to close particularly when we are not that busy.
- Clear plates & glassware promptly and quietly.
- Ask every table if they would like desserts.
- Don't hang around in the kitchen or the bar if you are on food/ keep moving.

- Know the food menu, ask questions, see Daniel
- Be alert keep your eyes up when in the bar, serve fast and accurate.
- Always find something to do. Clean/Clear/Check/Stock up/ do anything but stand around.
- Uniforms are to be neat and tidy, wear your badges.
- Shorts may be worn this summer, black slacks with a skirt that cannot be any shorter than 1 inch above the top of your knee.
- Clean chairs, walls, fridges, coffee machines etc.

DONT'S

- Don't lean on the bar or counter
- Don't consume alcohol while working
- Don't serve free drinks unless directed (Op Mgn or Voucher)
- Don't distract other works
- Don't ever have arms crossed
- Don't use the dining chairs to stand on. Use the step ladder.
- Don't smash bottles into the bottle bins. They don't magically disappear.
- Don't ignore customer, get them served ASAP.
- Don't put high chairs away uncleaned.
- Don't leave the bar unattended.
- Don't leave the dining room unattended.
- Pass any meal feedback onto the chefs good or bad. Or Duty Managers.
- Nothing is too hard for you to do. A **"CAN DO"** Attitude.



RSA Protocol / induction

- Liquor licensing police are increasing their visits and attention on issues within all hotels
- Serving intoxicated persons is not going to be tolerated and is on the top of their list. The definition of an intoxicated person is if their speech, balance, co-ordination or behaviour is noticeably affected; and it is reasonable, given the situation, to believe that this is due to the consumption of alcohol.
- They must be cut off and in some cases removed from the club; this will be at the discretion of the DM.
- Any bar staff can refuse to serve a patron who they believe to be intoxicated.
- I want bar staff to discuss such actions with the DM before cutting someone off.
- Communication is the key in every aspect of cutting a patron off. The customer must be aware of why they are being cut off, as must all the staff be aware of who is cut off and the circumstances.
- Patrons can be put on water for a time and then allowed to begin drinking again if this is cleared with the DM.
- I would prefer in any instance of someone being cut off that the DM talks to them on behalf of the staff.
- If you see behaviour that's not tolerated tell the DM.
- In any case there is no need to be rude when cutting someone off even if they abuse you. Just explain the facts. In most cases the person being cut off can stay in the club they just need to begin consuming water and or stop drinking.
- If the patron begins to argue or become abusive in anyway get the DM involved ASAP. You are only doing your job and enforcing the government legislation.
- Less experienced staff need to communicate any concerns to DM's if they have someone they believe shouldn't be serves anymore.
- Don't be afraid to ask them for their ID. It's your job and Responsibility.
- Check the Date, today's date and the year and 1995. Check photo. Asked them there middle name they should answer promptly.
- If you're unsure check it with another staff member or the DM.
- Once you have identified a patron that is of age let other staff know.
- As with underage people must be identified to other staff also.
- Be very aware of people suppling minors with alcohol. If someone is found doing so the DM must be alerted immediately. Both will be removed from the club and possible barred.