

SAMPLE TEMPLATE: Service Standards

SERVICE OBJECTIVE:
Make people feel great!

If we do this well – they'll want to come back time after time!

For this to happen, it is necessary for the bartender (i.e. you) to ***take control of their service experience from the moment they walk in the door.***

It is important to remember that most of our customers come to our bar to socialise, so it is critical for you to be positive and friendly at all times – and especially so when its busy.

In order to make our guests feel great all bartenders are expected to follow the following service procedures:

- 1. Acknowledge new to the bar guests asap**
(Smile) 'Won't be long...'
- 2. Greet guests in a polite and friendly manner**
'Hi, how are you tonight?'
- 3. Ask a questions directed towards taking an order**
'What can I get for you tonight?'
- 4. If there is hesitation, assist by providing recommendation**
'Would you like to try one of our boutique ales?'
- 5. If no hesitation, add value to drink order where possible**
'How much ice would you like? Tall glass...?'
- 6. Prepare the order**
- 7. Serve all drinks together – state total price**
'That'll be \$X, thanks'
- 8. Return change, look in the eye, smile & thank**
'Enjoy, have a great night!'

