**E’TERIE** STANDARD OPERATING PROCEDURES

BAR

BILLING

Bar Attendant & Bar Management

**8.3.0**

E’TERIE STANDARD OPERATING PROCEDURE

Bar billing

E’terie BAR & GRILL PROMISE/STANDARD

Following the guidelines outlined below, ensure a lively and comfortable experience for each guest at the bar while operating in the most efficient manner possible.

TEAM MEMBER CONTRIBUTION

T.8.3.1 Bar Billing Standards

1. POS system should be accessed using employee number, or swipe card.
2. Only the bartender or members of management will have access to the POS cash drawer. No team member other than the aforementioned will be allowed access behind the bar.
3. At no time is the bartender’s tip jar to be near the cash register. Tips must be located away from the cash register in a designated tip jar.
4. No unsecured cash tabs are allowed. A tab may be started with presentation of a valid credit card or with validated room charge privileges.
5. The check is to be rung and a printed receipt is to be generated. When the order is filled, the check and drink are presented to guest, following the below procedure.
6. All transactions will be completed with a receipt being given to the guest and the printed ring-up must agree with the total charge due from the guests. After each transaction, place the guest’s receipt in a folder in front of the guest on the bar rail. In each subsequent transaction for that guest, the check will be amended and placed once again in front of the guest, with the old receipt torn and thrown in the trash.
7. The cash drawer is to be closed at all times except during a cash transaction requiring change.
8. Each transaction must be rung as it occurs. At no time should two or more separate cash transactions be run as a total.
9. Enter each order on the bar POS terminal by accessing appropriate screens. The appropriate department key must be pressed to record the type of transaction represented, avoiding the use of misc. keys.

T.8.3.2 Bar Service To Team Members

1. Bar orders will be filled in a timely manner according to printed chits as they are received.
2. All drinks are to be poured per receipt.
3. When completed, drinks are to be placed in service area, with a torn receipt.
4. Absolutely no orders are to be filled without a printed order generated from the POS system.
5. When printing the bill, all the details must be confirmed against what the customer ordered.
6. The server will present the bill in a clean check folder accompanied by a branded pen and any relevant promotional sales flyer.
7. The Server will give the guest time and space to check the bill (generally 4 minutes). Follow up with the Server as required.
8. The bill will be processed through POS/Micros according to the provided payment method.
9. As Point of Sale Hardware varies by hotel, your manager will have specific training as it applies to the use and function of this equipment.  You are required to follow the accounting operating procedures at all times as applied to any transaction regarding sales and or other operations that would require access to the POS terminal.

T.8.1.6 Evening Reception Billing

1. During the evening reception, many guests will be ordering complimentary beverages. Bar attendants must verify the guest is registered within the hotel. Ensure the complimentary beverages are tracked according to your hotels operating system.
2. For guests who choose to purchase an upgraded beverage, complete transaction by using the proper Price Menu Look Up (PMLU) for the appropriate beer, wine or spirit selected via the designated POS/MICROS.

LEADERSHIP CONTRIBUTION

1. Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
2. Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

COMMITMENT ACCEPTED – Team Member

Name:

Role:

Date:

Signature:

COMMITMENT ACCEPTED – Leader

Name:

Role:

Date:

Signature: