**E’TERIE** STANDARD OPERATING PROCEDURES

BAR

service

Servers & Bar Management

**8.1.0**

E’TERIE STANDARD OPERATING PROCEDURE

Bar Service

E’terie PROMISE/STANDARD

E’terie Servers will greet guests at their table and provide a positive impression of our operation while also ensuring guest satisfaction through routine table visits. Bar team members will deliver the same impression to guests ordering at the bar. The brand pillars of Quick, Mindful and Genuine should be demonstrated through our service and our demeanor.

TEAM MEMBER CONTRIBUTION

T.8.1.1 Greeting the Guests

1. Each guest should be greeted or acknowledged immediately.
2. The guest should be given a positive, energetic and cheerful greeting.
3. “Good Afternoon, Good Evening; Welcome to the E’terie bar & grill!”

T.8.1.2 Taking Orders and Upselling

1. Orders should be taken starting at the host’s left (if known) and going clockwise around the group.
2. Order should be confirmed with guest(s) by repeating order.
3. Napkin should be placed in front of guest as their order is taken.
4. Guests should be advised of any specials, happy hour, or featured liquors or drinks.
5. Call and premium liquor, wine, or beer should be recommended.
6. Guests should be provided menus, and team members should recommend featured or favorite items.
7. Should food be ordered, a table number should be assigned and input into POS; table number will print on the check so Food Runners can identify table with order.

T.8.1.3 Bar Service

1. Complimentary snacks, if provided, should be placed in the center of table for the convenience of all guests.
2. Team member should inquire as to whether the guest(s) will be dining this evening and provide menus as needed.
3. Additional cocktails should be offered as guests are almost finished with the ones they have.
4. Snacks, if provided, should be refilled upon request.
5. Appetizers or dinner menu items should be recommended.
6. Team members should return to tables in a timely manner to fulfill guest requests.
7. Guest check should be presented in a folder to the right of the host. If the host is not known, the check should be placed at the center of the table.

T.8.1.4 Point of Sale Operations/Placing Orders at the Bar

1. Orders must be entered on the POS service terminal.
2. POS system can be accessed using employee number.
3. Orders can be entered by accessing the appropriate screens, starting with the host and proceeding clockwise (Refer to POS training guide). Should the guest order food, a table number should be assigned to ensure food will be brought to the correct table.
4. Absolutely no orders will be filled without a printed bar order generated from the POS system.

T.8.1.5 Maintaining Tables

1. Paper and debris should be removed from the tables and floor during service.
2. Spills should be wiped from tables and chairs as they occur.
3. Soggy napkins should be replaced as needed.
4. Appetizer plates should be removed as the guests finish.
5. As guests leave, team members should thank them for joining us and invite them back in a thoughtful and authentic manner.
6. Tables should be cleared and wiped free of water and/or dirt immediately after guest has left.

**NOTE**: Glassware should be picked up so that your hands do not touch the rim of the glass. This has a twofold purpose: presenting a positive image and aiding in preventing the spread of bacteria.

T.8.1.6 Evening Reception Service

1. Prior to the start of the reception, floor managers should ensure the following are set up and ready for service:
   1. Well and back bar should be set up according to Evening Reception Guide.
   2. Glassware, tools and garnishes should be prepped for efficient service.
   3. Batch recipes should be prepared according to Evening Reception Guide and placed in bins filled with ice.
   4. Food should be stocked and set out according to Evening Reception Guide and the day’s menu options.
2. Host/attendant for the Evening Reception should:
   1. Ensure food is stocked throughout the evening.
   2. Roam the dining room and check in with guests, i.e., “How are you enjoying your evening?”
   3. Recommend premium beverage offerings to guests, directing them to promotional materials.
   4. Know premium offerings and pricing (via the Evening Reception Guide) to be able to answer any guest questions.
   5. Maintain tables as detailed in procedure T.8.1.5.
3. Bartenders must ensure guests receiving complimentary or upgraded beverage service are residents of the hotel. Use verbiage like, “How are you enjoying your stay with us in (location)? We’re excited to offer this reception exclusively to our hotel guests.”
4. All staff should ensure to recommend premium offerings at every opportunity.
5. Staff should be aware of pricing for premium beverages as designated in the Evening Reception Guide.
6. Floor Managers should ensure paid and complimentary bar queues stay organized.
7. Floor Managers should carry and offer line-buster coupons to encourage guests to dine in and upgrade to premium offerings.
8. Team Members should engage guests in conversation about the Evening Reception and outline the benefits:
   1. “Our evening reception is exclusively for our hotel guests to thank you for choosing Embassy Suites!”
   2. “Have you tried our premium beverages? We are excited that we can offer those now, at such a reasonable price!”

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: