MADE MARKET STANDARD OPERATING PROCEDURES

BAR
BILLING

BAR BILLING

Standard: **Bar Billing**
Ownership: **Bar Attendant & Bar Management**
Date: **3.18.13**

MADE MARKET PROMISE/STANDARD

Following the guidelines outlined below, Made Market will ensure a positive 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

a. Access POS system using employee number, or swipe card.

b. 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.

c. 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.

d. No unsecured Cash Tabs are allowed. A Tab may be started with presentation of a valid Credit Card or with validated room charge privileges.

e. 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.

f. 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.

g. The cash drawer is to be closed at all times except during a cash transaction requiring change.

h. Each transaction must be rung as it occurs. At no time should two or more separate cash transactions be run as a total.

i.   Enter 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 use of misc. keys.

T.8.3.2 Bar Service To Team Members

a.   Fill bar orders in a timely manner according to printed chit, as they are received.

b.   All drinks are to be poured per receipt.

c.   When completed, place drinks in service area, tear receipt and place along with prepared beverages.

d.   Absolutely no orders are to be filled without a printed order generated from the POS system.

e.   When printing the bill, ensure that all the details are correct against what the customer ordered.

f.   The bill should be presented in a clean check folder accompanied by a branded pen and any relevant promotional sales flyer.

g.   The Server will give the guest time and space to check the bill (generally 4 minutes). Follow up with Server as required.

h.   Process the bill according to payment method through POS/Micros.

i.   As Point of Sale Hardware varies by hotel, your manager will have specific training as it applies to the use and functions of this equipment. You are required to follow the accounting operating procedures at all times as it applies to any transaction regarding sales and or other operations that would require access to the POS terminal.

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LEADERSHIP CONTRIBUTION

o Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.

o 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:_____