

8.1.0



**MADE**  
*Market*

**MADE MARKET** STANDARD OPERATING PROCEDURES

# BAR SERVICE





**Standard:** Bar Service  
**Ownership:** Cocktail Servers & Bar Management  
**Date:** 3.18.13

## **MADE MARKET PROMISE/STANDARD**

Made Market Cocktail 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 Fast, Thoughtful and Authentic should be demonstrated through our service and our demeanor.

## **TEAM MEMBER CONTRIBUTION**

### **T.8.1.1 Greeting the Guests**

- a. Greet and/or acknowledge the guest immediately.
- b. Give a positive, energetic and cheerful greeting.
  1. Good Afternoon, Good Evening; Welcome to the Made Market bar!

### **T.8.1.2 Taking Orders and Upselling**

- a. Take and record orders starting at the host's left (if known) and going clockwise around the group.
- b. Confirm order with guest by repeating order.
- c. Place napkin in front of guest as you ask for their order.
- d. Advise guest of any specials, happy hour, or featured liquors or drinks.
- e. Recommend call and premium liquor or beer.
- f. Provide appetizer menus, recommending featured or favorite items.
- g. Should food be ordered assign table number and input into POS; table number will print on the check so Food Runners to identify table with order.



### **T.8.1.3 Bar Service**

- a. Place complimentary snacks, if provided, in center of table for the convenience of all guests.
- b. Inquire as to whether they will be dining this evening and provide menus as needed.
- c. Offer additional cocktails as guests are almost finished with the ones they have.
- d. Refill snacks, if provided, upon request.
- e. Recommend an appetizer or something from our dinner menu.
- f. Return to table in a timely manner and fulfill guest requests.
- g. Present guest check in the cover 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**

- a. Enter orders on the POS service terminal.
- b. Access POS system using employee number.
- c. Enter orders by accessing the appropriate screens, starting with the host and proceeding clockwise (Refer to POS training guide). Assign a table number should the guest order food so as to allow food to be brought to correct table.
- d. Absolutely no orders will be filled without a printed bar order generated from the POS system.

### **T.8.1.5 Maintaining Tables**

- a. Remove paper and debris from the tables and floor during service.
- b. Wipe spills from tables and chairs as they occur.
- c. Replace soggy napkins as needed.
- d. Remove appetizer plates as the guests finish.
- e. As guests leave thank them for joining us and invite them back in a thoughtful and authentic manner.
- f. Clear tables and wipe free of water and/or dirt immediately after guest has left.



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**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.



## 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: \_\_\_\_\_