



## **UNIT 7**

### **HOW CAN I BECOME GOOD BARMAN ASSISTANT?**

**PARTICIPANT'S MANUAL**

# **BLOCK 2: JOB OPERATIONS AND SUPPORTING ICT TOOLS**



# Consortium



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**INCLUSIVE  
TOURISM**



HOW CAN I BECOME BARMAN  
ASSISTANT?

## List of contents

1. Introduction
2. Objectives of the unit
3. Structure of sessions.
4. Face to face sessions.
5. Conclusions

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# 1. INTRODUCTION



# Introduction

Work is one of the most important roles in an individual's life.

Some people due to their special needs find it harder to find employment, to progress in work and also retain it.

The logo for Inclusive Tourism is located inside a white circle with a teal border. It features the words "INCLUSIVE" and "TOURISM" in a blue, sans-serif font. The letter "S" in "INCLUSIVE" is stylized, with a teal outline and a white fill, and it overlaps with the letter "T" in "TOURISM".

INCLUSIVE  
TOURISM

# Introduction

Main tasks of barmen are **to take orders from waiter and bar guests, to prepare** beverage and snacks and take care of working area - bar...

**Barman** is the one who is responsible for the **quality of prepared beverages and snacks**. With appropriate **support**, it is possible to involve people with special needs in all areas of life and work.

The logo for Inclusive Tourism is located inside a white circle on the right side of the slide. It consists of the words "INCLUSIVE" and "TOURISM" stacked vertically. The letter "S" in "INCLUSIVE" is stylized, with a teal-colored swirl or loop that extends around the letter "T" in "TOURISM".

INCLUSIVE  
TOURISM

# Introduction

This sessions attention is to build a set of supportive materials that can improve the learning and practical working of people with disabilities in barman profession and consequently contribute to a better socio-professional integration.

The logo for Inclusive Tourism is located inside a white circle with a teal border. It features the words "INCLUSIVE" and "TOURISM" in a blue, sans-serif font. The letter "S" in "INCLUSIVE" is stylized, with a teal-colored swirl or loop that extends downwards and to the right, partially overlapping the word "TOURISM".

INCLUSIVE  
TOURISM

## 2. OBJECTIVES OF THE UNIT



# Objectives of the unit

- Acquire knowledge of the roles and responsibilities of the barman assistant.
- Gain knowledge of work tools and accessories required for work as barman assistant.



# Objectives of the unit

- Acquire knowledge of the procedure for the development of the different tasks of barman's assistant occupations.
- Acquire knowledge about health and safety at barman's assistant occupations.



### 3. STRUCTURE OF SESSIONS





## FACE TO FACE SESSIONS

NUMBER OF SESSION	CONTENTS
1	Introduction, good practices, specific skills
2	Health and safety, responsibilities and functions
3	Social commitment
4	ICT tools
5	Global operations
6	Step by step: preparation and planification of each operation (1) – Preparation of working space
7	Step by step: preparation and planification of each operation (2) - Preparing beverages
8	Step by step: preparation and planification of each operation (3) - Preparing snacks
9	Ethic/Specific strategic communication



## ONLINE SESSIONS

NUMBER OF SESSION	CONTENTS
1	Tasks planification through the ICT Tools for supporting employment. <i>Online games in educaplay are added, to repeat what we've learned.</i>
2	Preparation of specific tasks through ICT Tools for supporting employment. <i>Online games in educaplay are added, to repeat what we've learned.</i>



## 4. FACE TO FACE SESSIONS



# SESSION 1

## AGENDA



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1. Professional profile – barman assistant
2. Specific skills for barman assistant
3. Evaluation

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**Ice-breaker**

“My favourite”

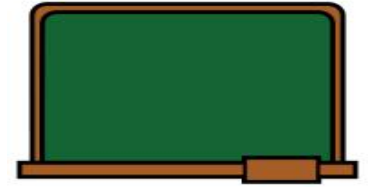
## SESSION 1



### 1.1 PROFESSIONAL PROFILE – BARMAN ASSISTANT

## Professional profile – Barman assistant

Barman assistant



## Brainstorming

- Who is a barman?



## Professional profile – Barman assistant

Barman assistant

# BARMAN



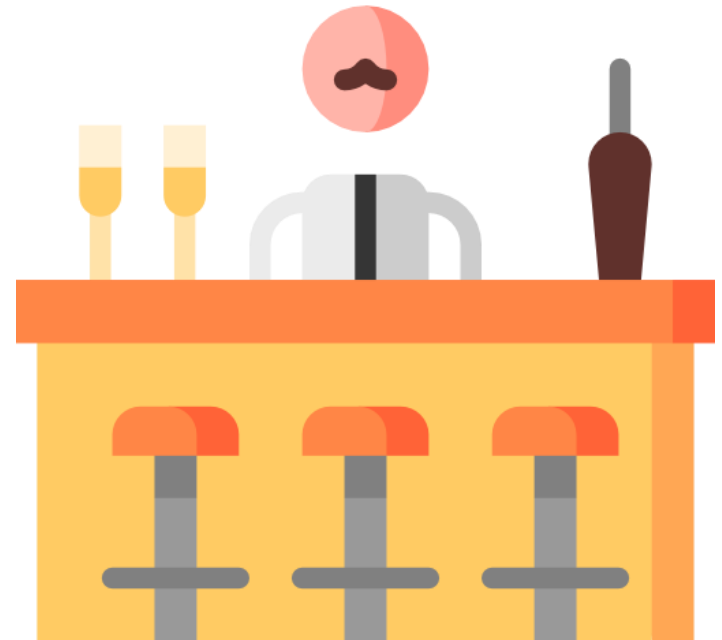
A **barman** (also known as a barkeep, bartender, barmaid, bar chef, tapster, mixologist, alcohol server, flairman or an alcohol chef) is a person who prepares and serves alcoholic or soft drink beverages behind the bar.



## Professional profile – Barman assistant

### Barman assistant

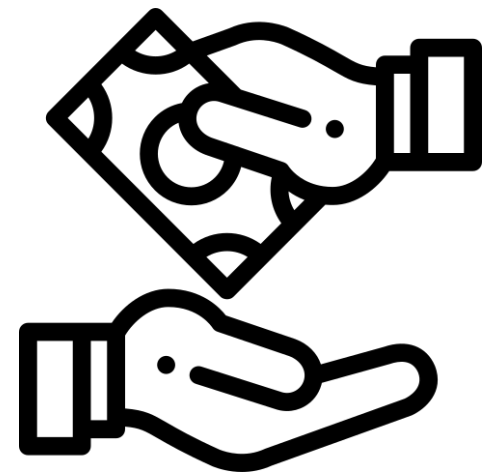
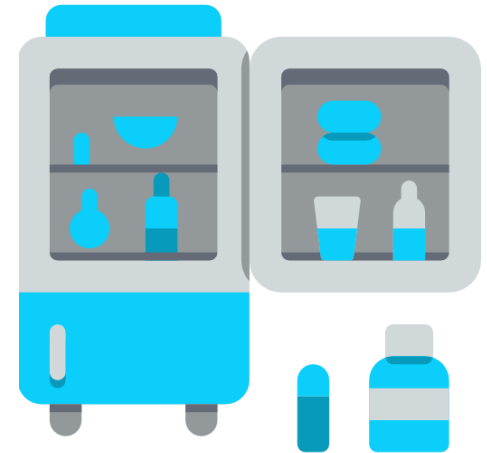
**Barman** is found in bars, pubs, taverns, nightclubs and other such places. Barman mixes and serves drinks, and the majority of drinks barman is making contain alcohol, such as beer, wine, liquor, liqueur, coolers and cocktails. They also serve water, juice, pop and other non-alcoholic beverages.



## Professional profile – Barman assistant

### Barman assistant

As well as make and serve drinks, the barman is also responsible for **taking payment for drinks** (either from customers, waiters or waitresses), **keep the liquor supplies and glassware stocked**, **keep the bar area clean**, **maintain enough ice and garnishes on hand** and **serve food to customers sitting at the bar**.



## Professional profile – Barman assistant

### Barman assistant

Barman is also usually responsible for confirming that customers meet the **legal drinking age** requirements before serving them **alcoholic beverages**.

## BARMAN ASSISTANT



Barman assistant **helps barman with all the tasks.**

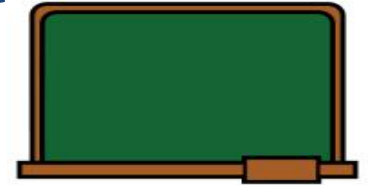
## SESSION 1



# 1.2 SPECIFIC SKILLS AND RESPONSIBILITIES FOR BARMAN ASSISTANT

# Specific skills and responsibilities for barman assistant

Barman assistant



## Discussion

- What skills does a person need to be a good barman assistant?
- Which of these skills do you identify in yourself?
- Which skills you need to develop to become a good professional?



# Specific skills and responsibilities for barman assistant

## Barman assistant

### Responsibilities

- Serving drinks and snacks
- Collecting payment from customers
- Preparing snacks and simple meals
- Serving hot and cold food
- Clearing and cleaning tables
- Washing glasses
- Emptying ashtrays



## Specific skills and responsibilities for barman assistant

### Barman assistant

## Responsibilities

- Clearing and cleaning the bar
- Maintaining pumps and changing barrels
- Restocking shelves
- Preventing and dealing with problems between customers
- Organising and running events
- Maintaining a warm and inviting environment for the customers

## Specific skills and responsibilities for barman assistant

Barman assistant

### Skills

You normally have to be over 18 years old to work in a bar, but can sometimes start at 16 if you undertake a relevant apprenticeship.

Experience and personal qualities are generally considered more important than formal qualifications.



# Specific skills and responsibilities for barman assistant

## Barman assistant

**Useful qualities and skills to have as a barman assistant include:**

- An outgoing personality
- Communication skills
- The ability to work well in a team
- Tact and diplomacy for dealing with difficult situations
- Numeracy
- Physical fitness and stamina



## Useful qualities and skills to have as a barman assistant include:

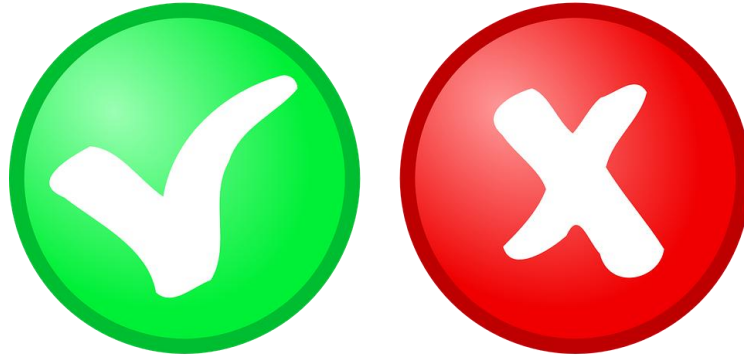
- A good memory
- Reliability
- Responsibility
- Calmness under pressure
- Flexibility
- A smart appearance



## Specific skills and responsibilities for barman assistant

Barman assistant

Green or red?



## Specific skills and responsibilities for barman assistant

### Barman assistant

Statements for activity “*Green or red?*”

- Greeting customers and taking their orders.
- Being good looking and attractive.
- Setting up and maintaining the bar.
- Mixing and serving alcoholic and non-alcoholic beverages.
- Being drunk at work.
- Being good at arts.



## Specific skills and responsibilities for barman assistant

### Barman assistant

Statements for activity “*Green or red?*”

- Accepting, receiving, and keeping track of payments.
- Cleaning working area.
- Barman assistant is the boss.
- Coordinating, overseeing, and monitoring bar stock and supplies.
- Serving alcohol under age 18.
- Saying NO to the guest.
- Clearing and cleaning the bar.

# Break



## Specific skills and responsibilities for barman assistant

Barman assistant

### THE GUEST



- Guest is a person who visit restaurant, pizzeria, bar, ... and order drinks or food.
- A guest is NEVER an interruption of the work - he is the purpose of it.
- A guest does us a favor when he comes here - we are not doing him a favor by serving him.

## Specific skills and responsibilities for barman assistant

### Barman assistant


- A guest is part of our business - not an outsider.
- A guest is deserving of the most courteous and attentive treatment we can give him.
- Each guest has individual tastes and requirement. Your ability to understand what it is that they desire allows you to personalise your service.



# Specific skills and responsibilities for barman assistant

## Barman assistant

### TYPES OF GUESTS

- **The Aggressive Guest:** This type must be handled in a courteous and businesslike manner. Kindness and politeness can often change him into a steady and appreciative customer. In case guest is still aggressive, the boss should be called.
- **The Familiar Guest:** Be courteous, dignified, and avoid long conversations. Stay away from ept when actual service is needed.

## Specific skills and responsibilities for barman assistant

### Barman assistant

- **The Noisy Trouble-maker or Drunk Guest:**  
Don't be drawn into arguments. Speak softly.  
Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel. A drunk person should not be served with more alcohol.  
  
If the person is overbearing or aggressive, the boss should be called.

## Specific skills and responsibilities for barman assistant

### Barman assistant

- **The Blind Guest:** Seat blind people with a dog so that the dog will not be noticed. Never hover over blind customers. Always stand near enough to help if needed. Issue menus in Braille to the blind guest. Always make a blind customer feel appreciated and important.



## Specific skills and responsibilities for barman assistant

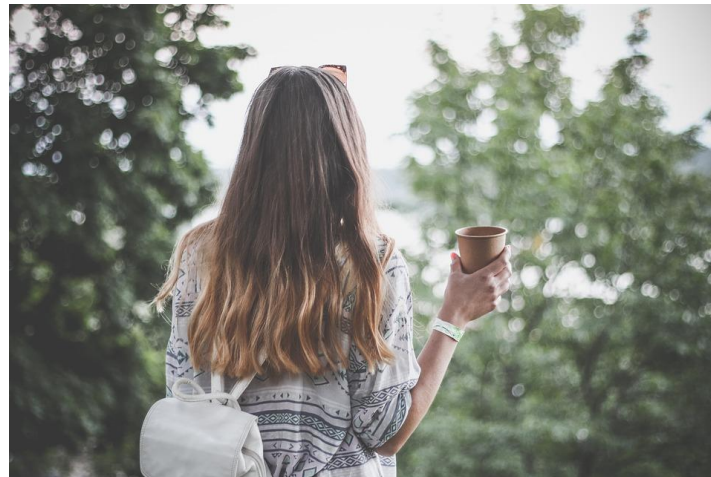
### Barman assistant

- **Guest with injuries/disability:** Seat as quickly as possible. Be helpful, ask if you may assist them, but do not be too eager. Be considerate; do not call attention by hovering. Seat wheelchair guests at a table on ground level do not block an aisle. Always make a disabled guest feel important and accommodated.

## **Specific skills and responsibilities for barman assistant**

### Barman assistant

# Going for a coffee



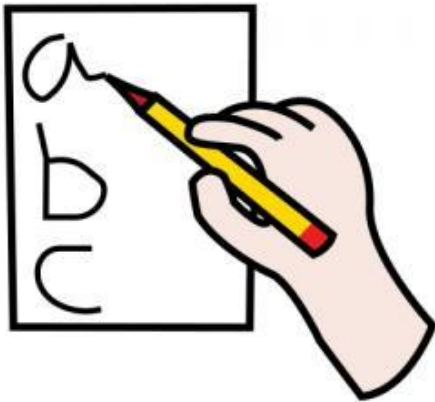
## SESSION 1



## 1.3 EVALUATION

# Evaluation

**"Personal and professional profile; Rules and responsibilities of barman assistant"**



# SESSION 2

## AGENDA



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- 1. Review of the contents of session 1**
- 2. Health and safety**
- 3. Rules and responsibilities**
- 4. Evaluation**



# Ice-breaker

“Never have I ever”



## SESSION 2



### 2.1 REVIEW OF THE CONTENTS OF SESSION 1



**What do you  
remember from  
the previous session?**

## SESSION 2



## 2.2 HEALTH AND SAFETY

## Health and safety

### Barman assistant

# Introduction



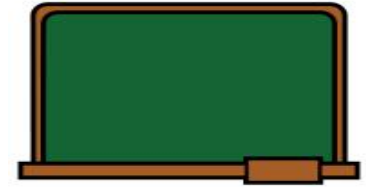
- *What do you see on pictures?*
- *What are differences?*

**Health and safety**  
Barman assistant



## Introduction

Hygiene is the science that deals with the **promotion and preservation of health**. It is also the application of scientific knowledge to the **preservation of health and prevention of the spread of disease**.



## Discussion

- Why is hygiene important at work?



# PERSONAL HYGIENE - BARMAN ASSISTANT

- Barman assistant should understand that health and personal hygiene are very important when working with drinks and guests.
- Barman assistant should be showered and have to have cut and cleaned nails.
- Barman assistant should have washed hair, cut and groomed beard.





# PERSONAL HYGIENE - BARMAN ASSISTANT

- Barman assistant should wear fresh underwear and clean clothes.
- In case of sweating or dirt, clothes should be changed.
- Before going on toilet, apron should be taken off.
- Barman assistant should wash and disinfect hands before starting the work.



# PERSONAL HYGIENE - BARMAN ASSISTANT



- Wash hands after cleaning, touching the nose, mouth, ears... or use of the toilet.
- Wear a clean apron.
- Wear closed-in shoes to protect feet, in case of hot spills or breakages.
- Barman assistant should keep surfaces clean.
- Long hair should be tied.

# Washing hands



# Break



## SESSION 2



## 2.3 RULES AND RESPONSIBILITIES

## Rules and responsibilities

Barman assistant

# MAIN SAFETY ISSUES



- Exposure to cleaning products and other chemicals.
- Musculoskeletal injuries from standing for long hours, working in awkward positions, or performing repetitive manual tasks.
- Lifting or carrying heavy trays or other objects.
- Noise exposure.

# MAIN SAFETY ISSUES

- Slips, trips and falls.
- Stress.
- Dealing with difficult or potentially violent customers.
- Long hours of work or extended workdays.
- Working alone, including working alone with money.
- Cuts from handling broken glassware.
- ...



# SAFE LIFTING TECHNIQUES

- We must use the **cleaning trolley** to carry heavy loads.
- In the case of not having a trolley, we must follow the rules of prevention of risks, avoiding to carry a lot of weight.





## Rules and responsibilities

Barman assistant

**Watch the following video and discuss!**

**Video: Safe lifting techniques**



## Rules and responsibilities

### Barman assistant

# MAIN HEALTH ISSUES



- Barman assistant should know the most frequent symptoms of infectious diseases (f.e. high temperature, diarrhoea, cough, ...)
- Wounds should be protected.
- The leftovers should be thrown in to appropriate bin.
- Any food or drink that falls on the floor should be washed or discarded.
- Barman assistant should know where the smoking point is.
- ...

## Rules and responsibilities

Barman assistant

# FIRST AID



Most common injuries at barman assistant workplace are  
**cuts and burns.**

How to provide them?

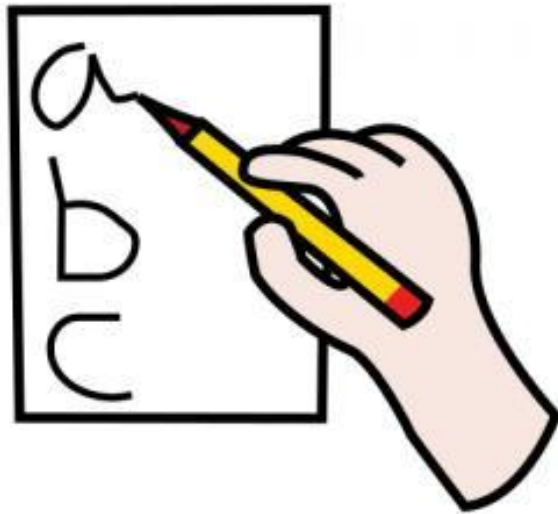
## SESSION 2



## 2.3 EVALUATION

# Evaluation

**Health & safety; Knowledge of working tools and accessories**



# SESSION 3

## AGENDA



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1. **Review of the contents of session 2**
2. **Carries out support activities**
3. **Waste management**

# Ice-breaker

## Blanket game



## SESSION 3



### 3.1 REVIEW OF THE CONTENTS OF SESSION 2





**What do you  
remember from  
the previous session?**

## SESSION 3



### 3.2 CARRIES OUT SUPPORT ACTIVITIES

**Carries out support activities**

Barman assistant

**Recognize what should be done ...**











**Carries out support activities**

Barman assistant






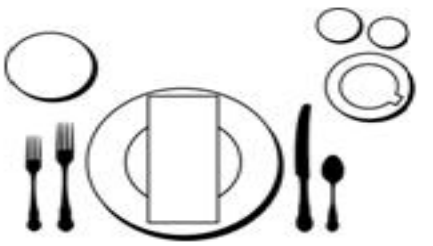
# Preparing cutlery for various types of dishes



Carries out support activities

Barman assistant

# EXAMPLE

 <p>A diagram of a breakfast place setting. It includes a large circular plate, a smaller circular bowl to the left, a triangular plate to the left of the bowl, a fork to the left of the plate, a knife to the right of the plate, and a spoon to the right of the knife. There are also two small circular items (possibly eggs or side plates) above the main plate.</p>	 <p>A diagram of a lunch place setting. It includes a large circular plate, a rectangular plate to the left, a fork to the left of the plate, a knife to the right of the plate, and a spoon to the right of the knife. There are also two small circular items above the main plate.</p>
 <p>A diagram of a dinner place setting. It includes a large circular plate, a rectangular plate to the left, a fork to the left of the plate, a knife to the right of the plate, and a spoon to the right of the knife. There are also two small circular items above the main plate.</p>	 <p>A diagram of a formal dinner place setting. It includes a large circular plate with a folded napkin, a rectangular plate to the left, a fork to the left of the plate, a knife to the right of the plate, and a spoon to the right of the knife. There are also two small circular items above the main plate.</p>
 <p>A diagram of a European place setting. It includes a large circular plate with a folded napkin, a rectangular plate to the left, a fork to the left of the plate, a knife to the right of the plate, and a spoon to the right of the knife. There are also two small circular items above the main plate.</p>	 <p>A diagram of a banquet/brunch place setting. It includes a large circular plate with a folded napkin, a rectangular plate to the left, a fork to the left of the plate, a knife to the right of the plate, and a spoon to the right of the knife. There are also two small circular items above the main plate.</p>



**Carries out support activities**

Barman assistant

# Polishing of cutlery and glasses



**Carries out support activities**

Barman assistant

# Cutlery activity



# Break



## SESSION 3



### 3.3 WASTE MANAGEMENT



## WASTE MANAGEMENT

**Waste sorting** is the **process by which waste is separated** into different elements.

Many of the materials we consider as **waste can be recovered** and used either for recycling or energy recovery.

In a time when resources are becoming scarce, both of the above alternatives are preferable to landfill or burning.

**Recycling conserves resources, saves energy, helps protect the environment, reduces landfill.**



WASTE SEPARATION  
(Examples for Slovenia)



CONTAINER FOR  
**PACKAGING**

BEVERAGES AND FOOD  
BOTTLES

FLAMMABLE BOTTLES

C CARTON WATER  
PACKAGING

FOR LIQUID FOOD AND  
DRINKS (MILK, JUICES).  
PLASTIC BEANS AND  
LUNCHES

PLASTIC SOCKETS AND  
ALU FOLIY  
PLASTIC PACKAGING  
(SHAMPOOS, ...)  
PROSPECTS



CONTAINER FOR  
**PAPER**

PROSPECTS

CATALOGUES

OFFICE PAPER

PAPER SHOPPING BAGS

CARTON PACKAGING



CONTAINER FOR  
**GLASS**

ALL THE GLASS PACKAGING

GLASSES

BOTTLES



CONTAINER FOR  
**BIOLOGICAL  
WASTE**

OLD VEGETABLE AND FRUIT  
PARTS OF VEGETABLE  
AND FRUIT

COFFEE OUT  
PAPER BAGS FOR FRUIT  
AND VEGETABLES

PAPER TOWELS

FOOD LEFTOVERS



CONTAINER FOR  
**OTHER WASTE**

CORK AND RUBBER

CERAMICS, PORCELAIN

SMALL QUANTITIES OF  
STYROFOAM  
PLASTIC GLASSES FOR ONE  
TIME USE  
FOOD PACKAGING (F.E.  
PIZZA)

**Watch the following video and discuss!**

**Video: Waste Management and  
Recycling**



**Watch the following video and discuss!**

**Video: Ločevanje odpadkov:  
zakladi, ki jih najdemo doma**





# Sorting game



Green or red?



## Waste management

### Barman assistant

- It is not necessary to polish the glasses, because we will fill them anyway.
- For a dessert we prepare small fork and spoon.
- Spoon, fork and knife are all on the right side of a plate.
- If we have cutlery on both sides of a plate we put napkin on the both sides.
- If I am in a hurry, I can mix all the waste together in one bin.

## Waste management

Barman assistant

- Food leftovers should be stored in container for biological waste.
- Recycling means that we can use coffee from coffee machine again after first use.
- Recycling helps to protect the environment.

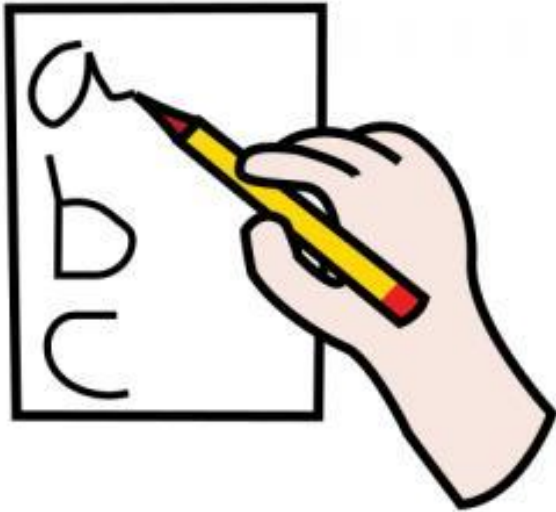
## SESSION 3



## 3.3 EVALUATION

# Evaluation

**Health & safety; Knowledge of working tools and accessories**



# SESSION 4

## AGENDA



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1. **Review of the contents of session 3.**
2. **ICT tools**
3. **Evaluation**

# Ice-breaker

Web of friendship





## SESSION 4



### 4.1 REVIEW OF THE CONTENTS OF SESSION 3



**What do you  
remember from  
the previous session?**

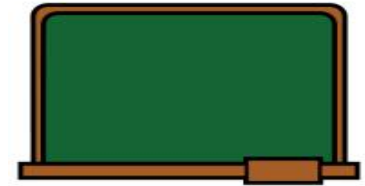
## SESSION 4



### 4.2 ICT TOOLS

## *ICT Tools*

Barman assistant



# Brainstorming

- What are ICT tools?



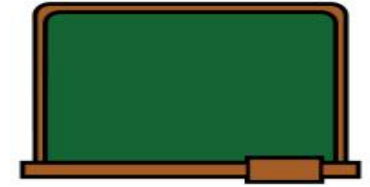
# DEFINITION OF ICT TOOLS

*Information and Communication Technology (ICT) refers to **products and practices** used for storing, recording and other types of information processing. In modern times, ICTs mainly relate to **information and communication technologies** developed from the telecommunications and computer industry.*

## ***ICT Tools***

Barman assistant

These technologies include computers, the Internet, broadcasting technologies (radio and television), and telephones.



## Brainstorming

- Which ICT tools you know?
- Which of the ICT tools you use?



## ICT Tools

Barman assistant

# Discussion

- Why are ICT tools important?
- Who can use ICT tools?
- Where do we use ICT tools?
- How can ICT tools help us in everyday life?





## ICT Tools

Barman assistant

# Discussion

Can ICT tools be dangerous?

How?

Danger of ICT tools (especially internet).

What we publish on the Internet is there forever.



## *ICT Tools*

Barman assistant

# Discussion

## JOB RELATED ICT TOOLS

- Can we use ICT tools while working?
- How can we use them at work?
- How can they help us at work?
- Do they make work easier or harder?



# Break



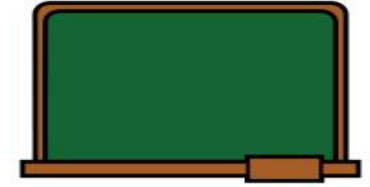
## SESSION 4



### 4.2 ICT TOOLS

## ICT Tools

Barman assistant



# Brainstorming

- Do you know any type of ICT tools that can help **barman assistant** to do his job??



# Discussion

*While showing some examples of ICT tools that can be useful for barman assistant, trainer will ask participants:*

- What is this?
- How can barman assistant use it while working?
- How can it help him do his job?
- Can it also be an obstacle? How?



# Demonstration of ICT tools



MOBILE PHONE



DEVICE FOR PRINTING:

- BILLS
- ORDERS





## *ICT Tools*

Barman assistant

TABLET, COMPUTER



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PAYMENT TERMINAL

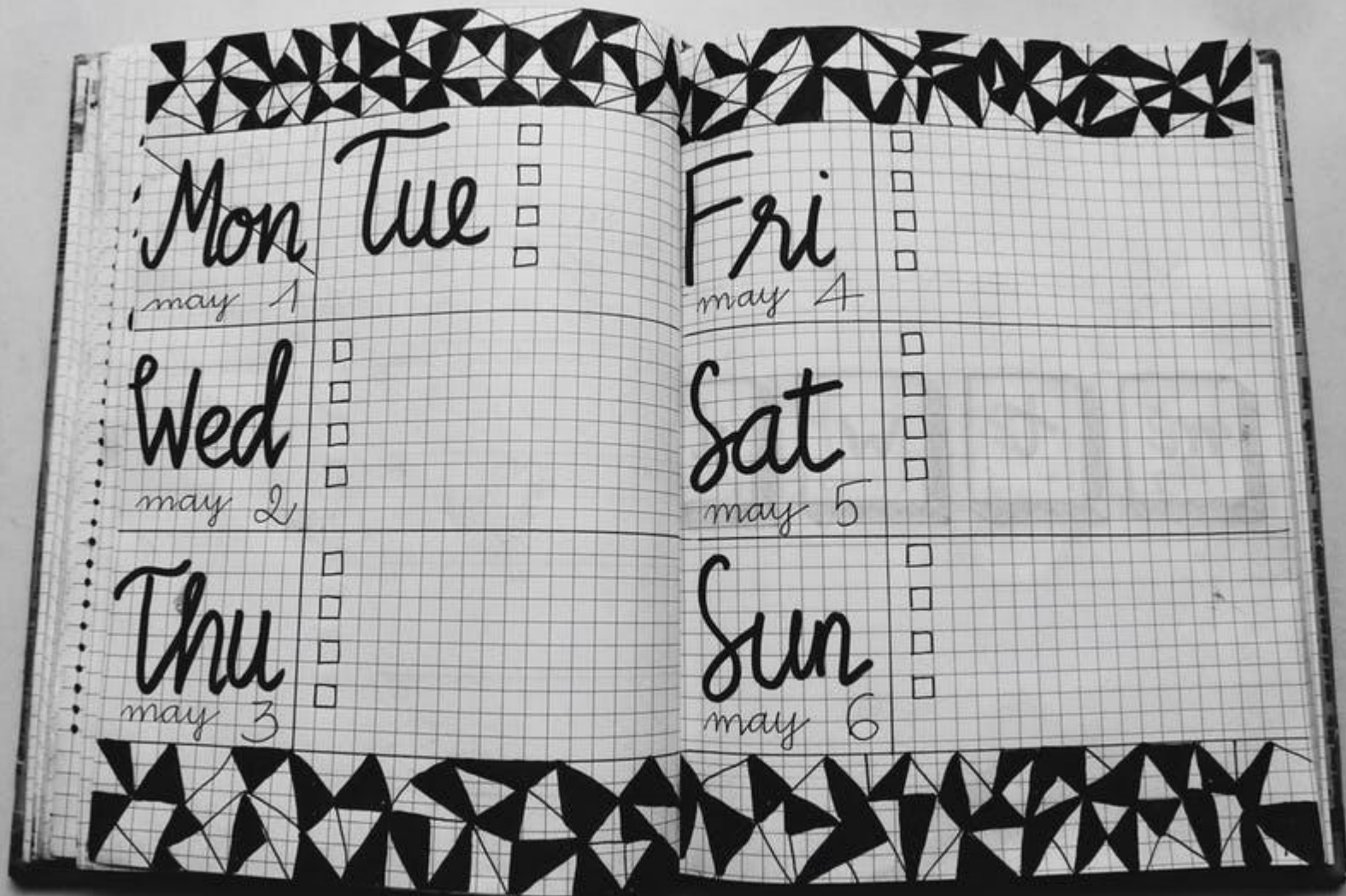


TELEPHONE





RADIO



CHECKLISTS

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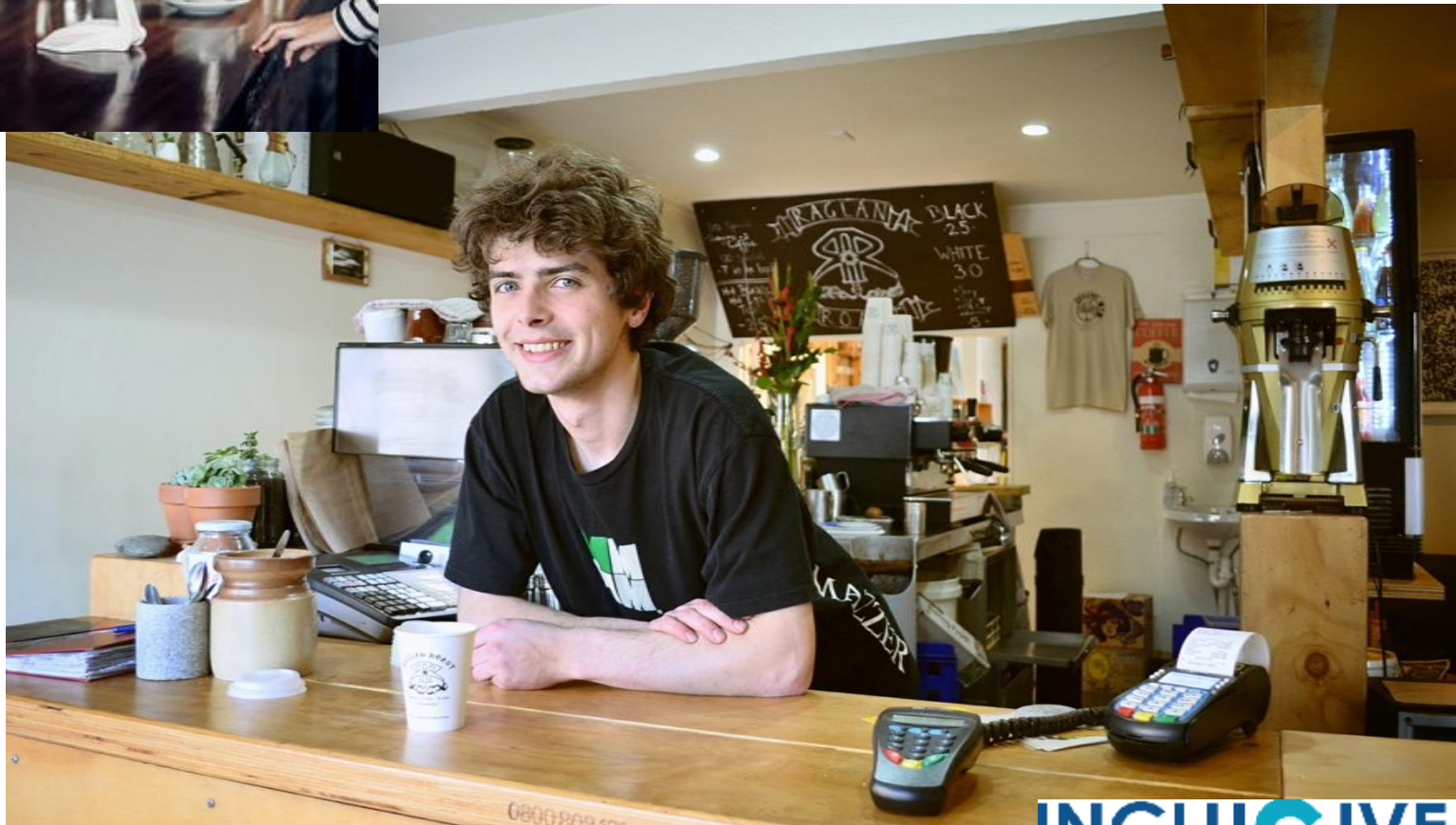
## *ICT Tools*

Barman assistant



PICTURES





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## Watch the following videos and discuss!

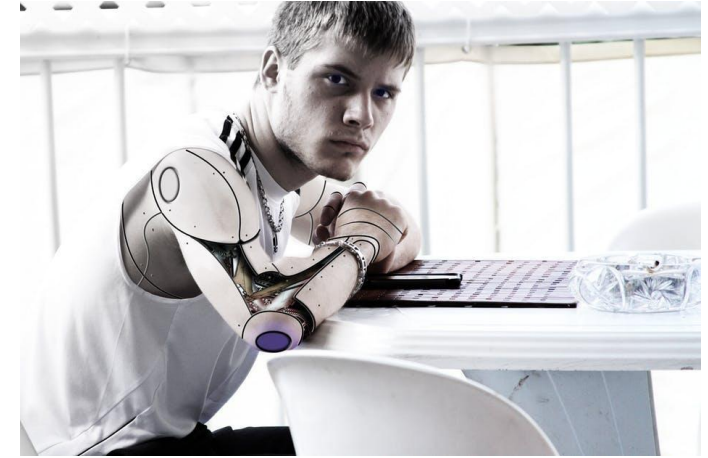
Video: [Barman product](#)

Video: [Robot bartender](#)

Video: [Bionic bar](#)







## Discussion

- What is the difference between videos?
- How can ICT tools help us to overcome obstacles?
- What are positive and negative effects of using technology while bartending?
- Do you think that technology in future can replace people as barmen assistants? What do you think about that?
- Do you think it's more important for barman assistant to make a perfect drink or to be nice?

## ICT Tools

Barman assistant



# Make a commercial

## *ICT Tools*

Barman assistant



# Debate in teams

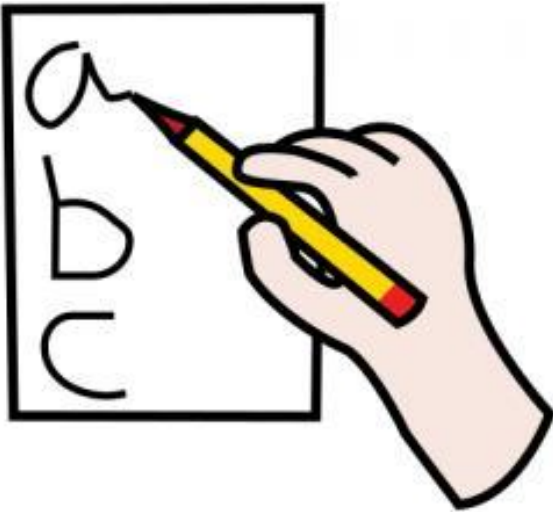
## SESSION 3



## 4.3 EVALUATION

# Evaluation

## ICT tools



# SESSION 5

## AGENDA



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1. **Review of the contents of session 4.**
2. **Global operations**
3. **Planning daily tasks**
4. **Evaluation**

# Ice-breaker

## Pictionary



## SESSION 5



### 5.1 REVIEW OF THE CONTENTS OF SESSION 4





**What do you  
remember from  
the previous session?**

## SESSION 5



## 5.2 GLOBAL OPERATIONS

# INTRODUCTION

Global operations are the **main, important tasks** that we carry out in everyday work.  
They differ in different professions.

## Global operations

Barman assistant



**Associate the profession  
with the task**

## Global operations

### Barman assistant



**Associate the person with a  
place of work**

# BASIC GLOBAL OPERATIONS

Barmen assistants all over the world daily do some very similar basic operations.

Which one do you know?



# GLOBAL OPERATIONS OF BARMAN ASSISTANT



## 1. Setting up and maintaining the bar:

- Cleaning glassware and utensils;
- Arranging them in an effective way (to be able to serve and attend customers in a timely manner);
- planning and presenting a bar menu;
- displaying and exhibiting glasses and bottles;
- anticipating volume of customers and preparing items to meet the demand;
- making garnishes for drinks (peeling, slicing, and pitting fruit) and preparing and replenishing appetizers, such as peanuts, olives, pretzels ...

## **2. Taking care of bar operations:**

- Welcoming guests;
- Taking orders;
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
  - Prepare hot or cold beverages,
  - pouring drinks and beverages that don't require any preparation (beer, wine, and liquor ...),
  - preparing and creating drinks and beverages.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
  - o Prepare foods for cooking or serving.
  - o Prepare hot or cold beverages.





## Global operations

### Barman assistant

- Garnish and decorate dishes in preparation for serving.
  - Add garnishes to food.
- serving snacks or food to customers seated at the bar
- serving customers quickly and efficiently
- ensuring that no alcohol is served to minors or overly intoxicated customers;
- thanking and greeting guests with genuine appreciation before they leave.
- Remove dishes and glasses from bar.
  - Collect dirty dishes or other tableware.
- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
  - Schedule dining reservations.
  - Assist customers with seating arrangements.



### **3. Communicating with customers:**

- Present food or beverage information or menus to customers;
- Getting feedback from customers (ensuring satisfaction with both beverages and service);
- anticipating and addressing customers' needs;
- ensuring all information provided to the customer is current and accurate.
- Describe and recommend different beverages to customers.
  - Present food or beverage information or menus to customers.
- Provide customers with information about local areas, including giving directions.
  - Provide customers with general information or assistance.



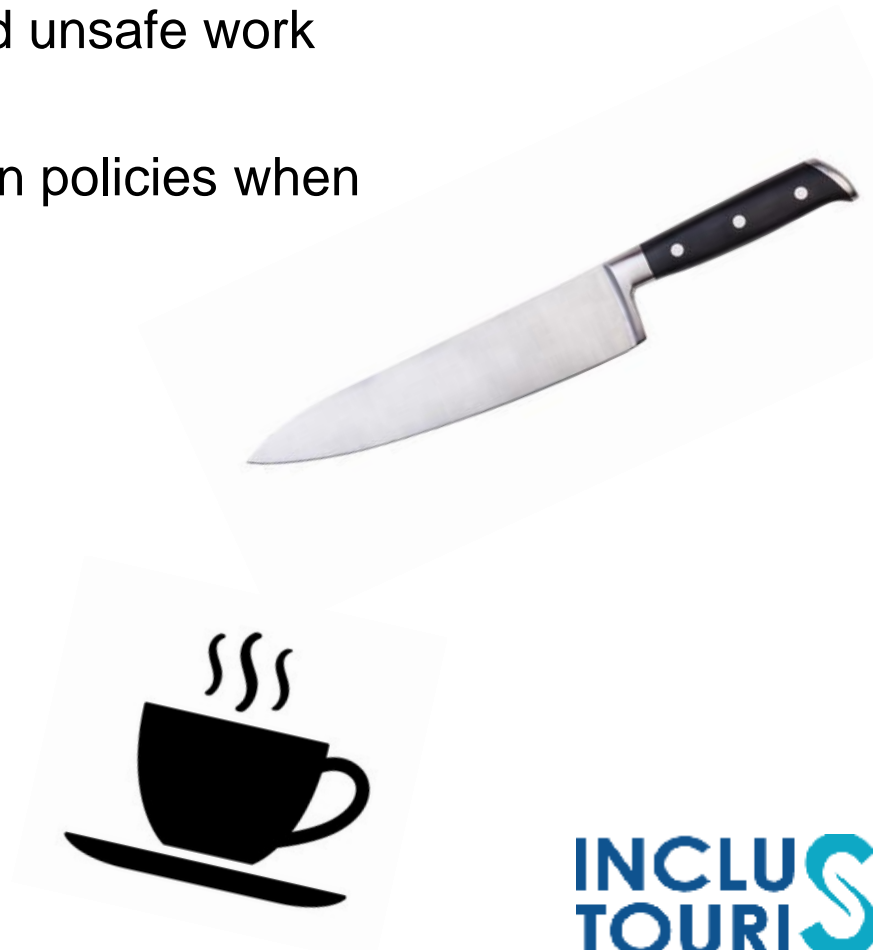
#### **4. Accepting, receiving, and keeping track of payments:**

- Accepting and processing payment from guests for food and beverage;
- recording the customers' payments;
- balancing the cash register at the start and close of each shift;
- using point of sale software to record orders.



#### **5. Following all company safety and security policies and procedures at all times:**

- Completing safety training and certifications;
- reporting accidents, injuries, and unsafe work conditions to the Manager;
- following all safety and sanitation policies when handling food and beverages.



## Global operations

### Barman assistant

#### **6. Maintaining a warm and inviting environment and ensuring the best experience, so that guests always come back:**

- being kind and friendly;
- considering guests wishes.



#### **7. Perform cleaning duties:**

- sweeping and mopping floors,
- vacuuming carpet,
- tidying up the bar,
- taking out trash,
- also checking and cleaning bathroom ...



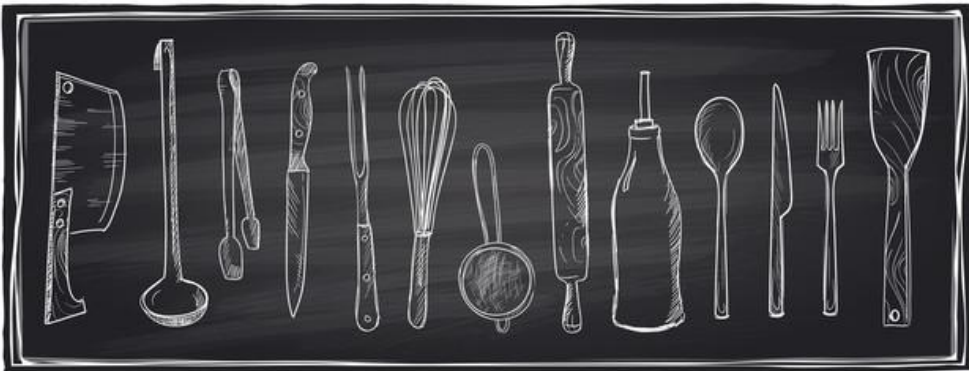


## Global operations

### Barman assistant

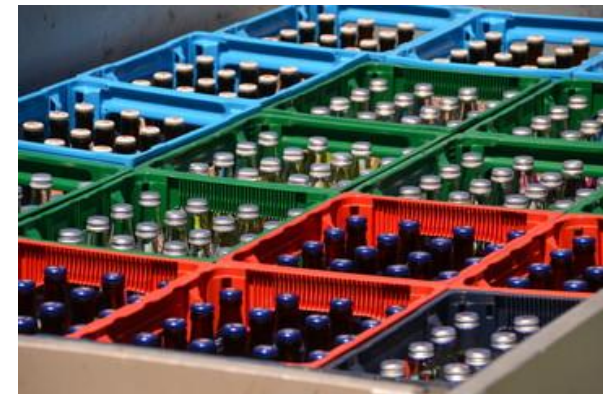
## 8. Using cocktail shakers, strainers and other bartending accessories.

- Knowing accessories used in bar;
- knowing how to handle them correctly.



## 9. Coordinating, overseeing, and monitoring bar stock and supplies.

- Using check-lists or other ways to track the supplies.



## Make a spreadsheet



## Break





## SESSION 5

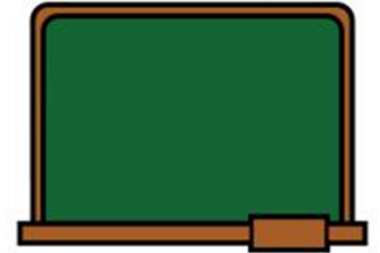


### 5.3 PLANNING DAILY TASKS

## Planning daily tasks

Barman assistant

# Brainstorming



Where can a barman assistant works?



## Planning daily tasks

### Barman assistant

Global operations may differ, depending on where the barman assistant works.



Also the barmen have different **outfits** (dress codes) or **rules** depending where they work.

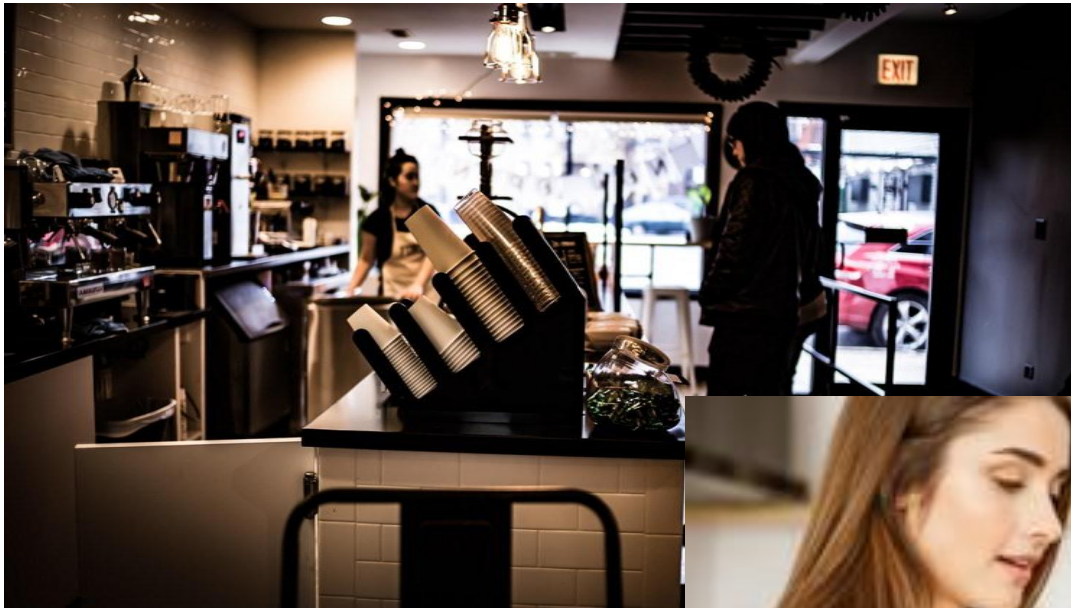


BEER PUB



INCLUSIVE  
TOURISM





COFFE BAR





FANCY HOTEL



INCLUSIVE  
TOURISM



# MEXICAN RESTAURANT



## Planning daily tasks

Barman assistant

# Role play





# Planning daily tasks

## Discussion



- What do you plan in life? Why?
- Do you use some aids while planning? Which?
- How do you feel if you plan something comparing to when you are not planning?
- Do you think planning is good/helpful? Why?

Planning daily tasks

Barman assistant

# PLANNING DAILY TASKS



**Planning** can make your work day a lot **less stressful**:

Knowing what to expect from the day ahead of you (and having an action plan to go through it all) considerably **reduces the amount of stress.**

## Planning daily tasks

Barman assistant

It allows you to **evaluate** yourself: Having plans allow you to analyse whether you're sticking to them, evaluating your own ability to stay – or not – on schedule.

It helps you be **prepared**: You can't predict the obstacles that may occur, but part of your planning routine can be having a contingency plan for emergency or unexpected situations – it'll help avoid panicking.



## Planning daily tasks

Barman assistant

# Main advantages of planning are as follows:

- Planning increases the efficiency.
- It reduces the risks in business activities.
- It facilitates proper coordination.
- It aids in organizing all available resources.
- It gives a right direction to the organization.
- It is important to maintain good control.
- It helps to achieve the objectives.
- It motivates the personnel.
- It encourages manager's creativity and innovation
- It helps in decision-making.



## Planning daily tasks

Barman assistant

# PLANNING DAILY TASKS AS A BARMAN ASSISTANT

- Clarify the doubts



## Planning daily tasks

Barman assistant

- Check if anything **special** is predicted (larger groups, special events ...);





## Planning daily tasks

### Barman assistant

- Check if all of the **ICT tools** you're using is working and is available;



## Planning daily tasks

### Barman assistant

- Make sure you know the **menu**;
- Make sure you know all the **recipes** for drinks and how to make different beverages;





## Planning daily tasks

### Barman assistant

- Check if you have all the **utensils** and **accessories** you need to work smoothly;
- Check if you have all the **ingredients** and **drinks** from menu (check supplies and fill them if needed);
- Prepare **garnishes** and other ingredients that needs to be prepared everyday (cream, lemon juice, coffee ...);



## Planning daily tasks

Barman assistant

Make sure that the bar is **clean**;



## Planning daily tasks

Barman assistant

# Make a check list



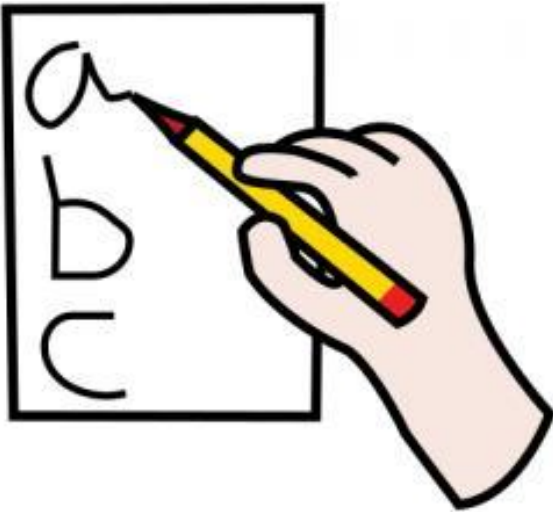
## SESSION 5



### 5.4 EVALUATION

## Evaluation

# Global operations and planning daily tasks



# SESSION 6

## AGENDA



**INCLUSIVE  
TOURISM**

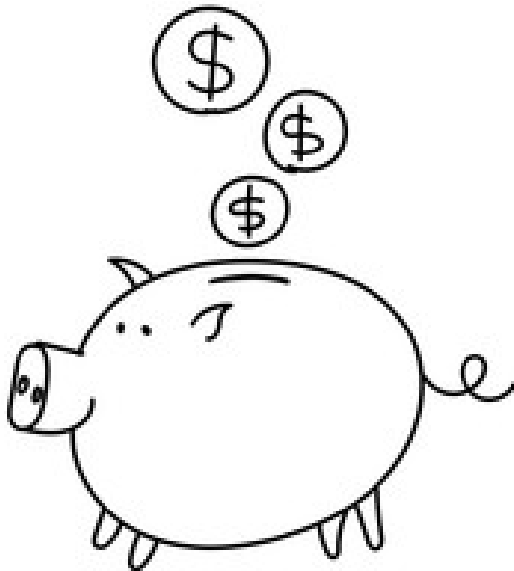
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1. **Review of the contents of session 5**
2. **Preparation of working space**
3. **Evaluation**

# Ice-breaker

Prize piggies





## SESSION 6



### 6.1 REVIEW OF THE CONTENTS OF SESSION 5



**What do you  
remember from  
the previous session?**

## SESSION 6



## 6.2 PREPARATION OF WORKING SPACE

## Preparation of working space

Barman assistant

# PREPARATION OF BAR

- There are some **similarities** at preparing bars everywhere.
- Usually the bar is **split in different sections**.
- The most common is the division into **two spaces** or stations.
- First is the station for the preparation of **cold drinks** and the other is for **hot drinks**.
- Organizing bar by **rules** is especially important if we work in shifts or if there is more than 1 barman in bar at the same time. The lack of organization and respect for arrangements can lead to chaos.

## Preparation of working space

Barman assistant

### **Basic guidelines for station where we prepare cold drinks:**

- All the accessories, utensils and drinks must be easily accessible and available to all of the barmen.



## Preparation of working space

Barman assistant

### Basic guidelines for station where we prepare cold drinks:

- Cubed ice is put in the bin (with the ice scoop placed handle up in the ice).
- All necessary garnishes are in their proper containers (limes, etc.)
- Straws, napkins, spoons ... are in the napkin holder - organized and in easy reach.



## Preparation of working space

Barman assistant

### Basic guidelines for station where we prepare cold drinks:

- Glassware must be clean, even without spots from dishwashing.
- Glassware is stored in its designated area at each station.
- Trash receptacle is nearby.
- Menus are clean. They are located on the bar.
- All the machines and utensils are clean and disinfected (if needed).





## Preparation of working space

Barman assistant

### **Basic guidelines for station where we prepare hot drinks:**

- Check that there is sufficient supply of coffee, tea and other beverages that will last for the day or the end of shift.



## Preparation of working space

Barman assistant

### **Basic guidelines for station where we prepare hot drinks:**

- If we cook coffee on cooker, we need 2 burner hot plates (set on medium) with two coffee pots (one for coffee, one for hot water).
- If we use coffee machine, the machine needs to be heated, and cleaned without toxic detergent.



## Preparation of working space

Barman assistant

### Basic guidelines for station where we prepare hot drinks:

- Sugar and Sweeteners are in plastic containers.
- Cups (and other utensils we use) must be easy to reach
- Tea bags and garnishes (lemon twists, sugar for rimming...) are available and reachable.





## Preparation of working space

Barman assistant

### **Basic guidelines for station where we prepare hot drinks:**

- We must prepare whipped cream and make sure it's daily fresh.
- Liquors and liqueurs for hot drinks must be near (bottles are grouped by drink recipe where possible).



## Preparation of working space

Barman assistant

# Prepare your own bar



## Preparation of working space

Barman assistant



Green or red?

# Break





## Preparation of working space

Barman assistant

### Rules for organizing

When we organize workspace it is important, that we have **RULES** of organizing and we all agree on them and we stick to them during our work.

In that way we are giving guests a sense of orderliness.



## Preparation of working space

### Barman assistant

#### The rules can be for example:

- Bar menus are always in the middle of a bar.
- Coffee machine is cleaned every day in the end of the shift with water.
- Coffee machine is cleaned with the coffee cleaner every sunday and wednesday.
- Coffee mugs are in the top of coffee machine.
- Bar surfaces are cleaned at least every hour.
- Glassware is washed in dishwasher and always wiped with a cloth.
- If there is lack of utensils or supplies it needs to be reported immediately.
- The rules also cover the appearance and ingredients of beverages and food.

## Preparation of working space

Barman assistant

ICT tools materials which can help barman assistant to equally organize a restaurant working space.



**PICTURE OF CORRECTLY  
ARRANGED BAR FRONT DESK**

## Preparation of working space

Barman assistant

ICT tolls materials which can help barman assistant to equally organize a restaurant working space.



**PICTURES OF CORRECTLY ARRANGED  
SUPPLIES AND UTENSILS.**

## Preparation of working space

Barman assistant

ICT tolls materials which can help barman assistant to equally organize a restaurant working space.



**PICTURE OF CORRECTLY ARRANGED  
INSIDE OF A BAR**

## Preparation of working space

### Barman assistant

ICT tools materials which can help barman assistant to equally organize a restaurant working space.

- Different check- lists, to-do lists, **Things I need to do in the morning:**

TASKS:	CHECK
Clarify the doubts;	
Check if anything special is predicted (larger groups, special events ...);	
Check if all of the ICT tools you're using is working and is available;	
Make sure you know the menu;	
Make sure you know all the recipes for drinks and how to make different beverages;	
Check if you have all the utensils and accessories you need to work smoothly;	
Check if you have all the ingredients and drinks from menu (check supplies and fill them if needed);	
Prepare garnishes and other ingredients that needs to be prepared everyday (cream, lemon juice, coffee ...);	
Make sure that the bar is clean;	

## Preparation of working space

### Barman assistant

ICT tolls materials which can help barman assistant to equally organize a restaurant working space.

- Written rules

#### OUR RULES:

- Bar menus are always in the middle of a bar.
- Coffee machine is cleaned every day in the end of the shift with water.
- Coffee machine is cleaned with the coffee cleaner every sunday and wednesday.
- Coffee mugs are in the top of coffee machine.
- Bar surfaces are cleaned at least every hour.
- Glassware is washed in dishwasher and always wiped with a cloth.
- If there is lack of utensils or supplies it needs to be reported immediately.



## Preparation of working space

Barman assistant

# PREPARING YOURSELF TO WORK

As a barman assistant you can successfully manage through the day, it is not important only the preparation of environment and materials, but also the **preparation of yourself to work.**



## Preparation of working space

### Barman assistant

It is recommended that you follow these statements every work day:

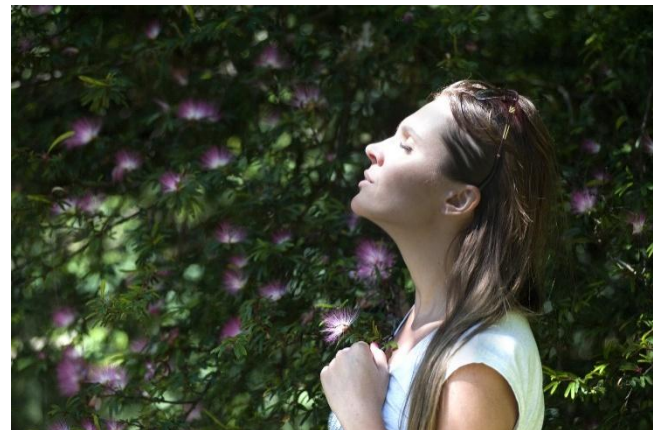
#### **Arrive on time.**

Showing up late can not only leave a bad impression, but also throw off your entire day.



#### **Take a deep breath.**

That way you can focus on the here and now. Slow down, take a moment to pause and concentrate on work.

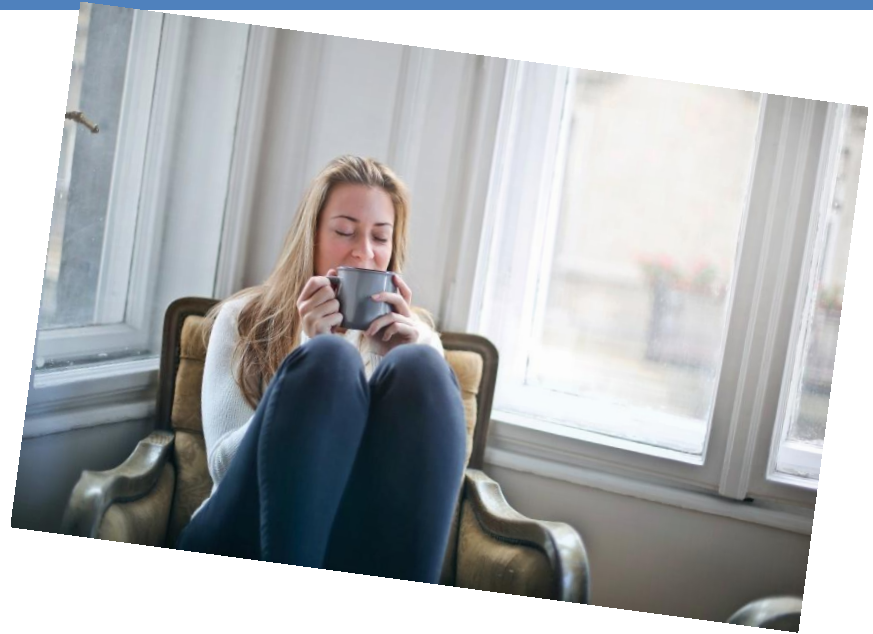


## Preparation of working space

Barman assistant

### Take five.

After the deep breath, give yourself five minutes to get settled in, this is a good way to set the tone of the day.



### Start each day with a clean slate.

You may still have something on your mind from previous day—but try to treat each day as a fresh one.

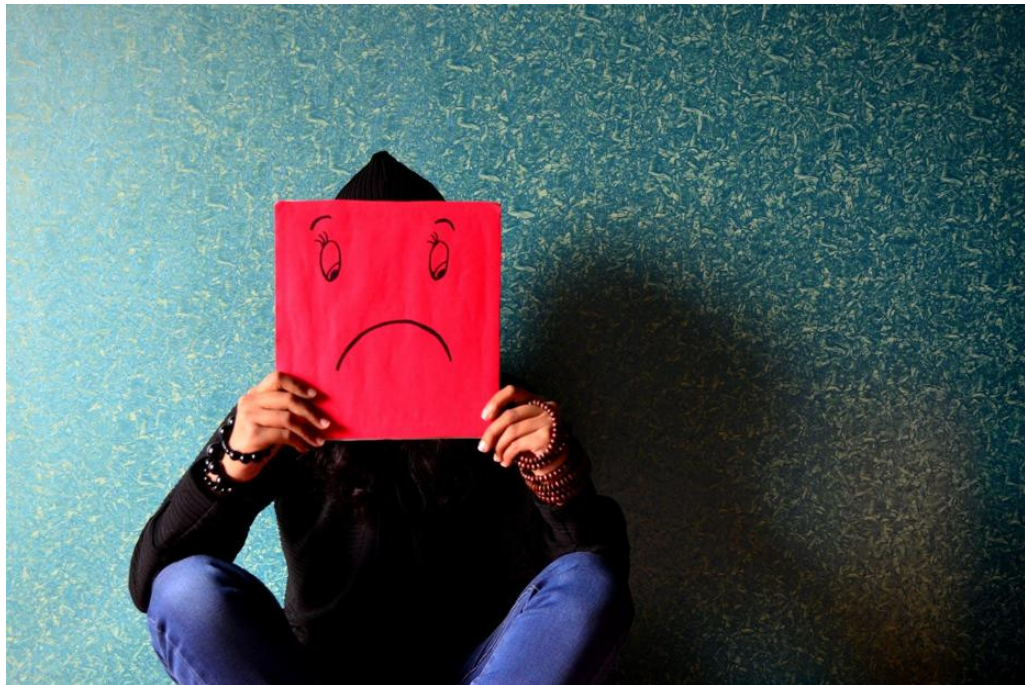


## Preparation of working space

Barman assistant

### **Don't be moody.**

You'll want to pay attention to your mood and be aware of its effect on others. Try to have a positive attitude when you arrive at place of work.





## Preparation of working space

Barman assistant



## Organize your day.

The first hour of the work day is the best time to assess priorities and to focus on what you absolutely need to accomplish, Make a to-do list, or update the one you made the previous day, and try to stick to it. However, if anything unexpected or urgent happens, then it's OK re-shuffle your priorities within reason.

## Preparation of working space

Barman assistant

# Fight through the day



## Preparation of working space

Barman assistant

### Be present.

It's critical to be present, mentally *and* physically, and to communicate.





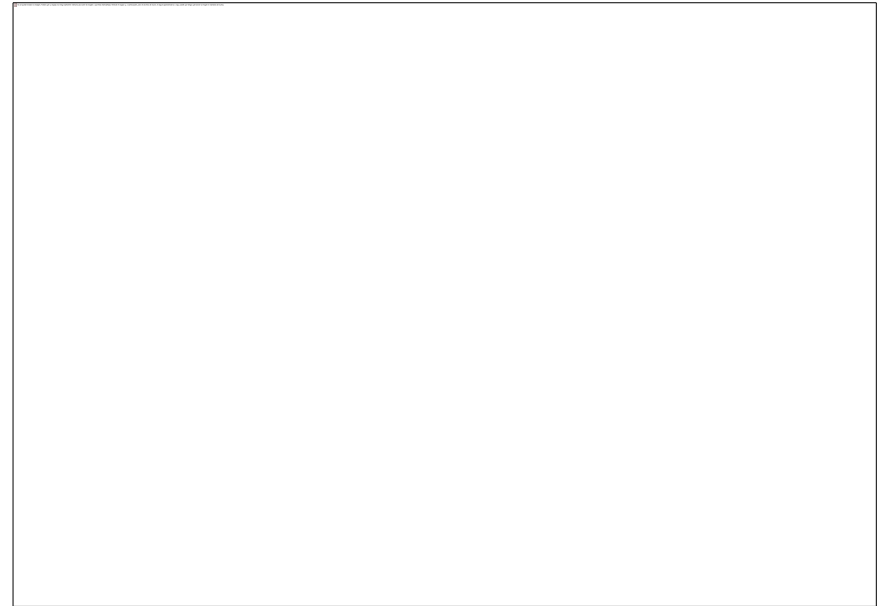
## Preparation of working space

Barman assistant

### **Check in with your colleagues.**

A quick 5 to 10 minute team chat can also be an effective way for many people to start their day.

Make it a short meeting, with no chairs, have everyone share their top goal for the day, and share any critical information the rest of the team absolutely needs to know.



## Preparation of working space

Barman assistant

**Ensure that your workspace is organized.**

It can set a tone for the rest of the day. It can help avoid confusion. It's difficult to think clearly, easy to forget important reminders, and just it is stressful if you feel you're fighting the battle and the tornado of disordered stuff.



## Preparation of working space

Barman assistant

Role play



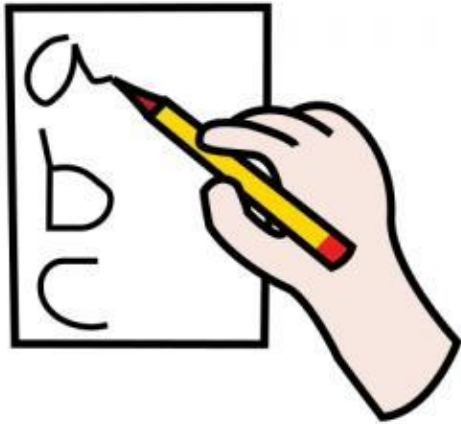
## SESSION 6



### 6.3 EVALUATION

# Evaluation

## Preparation of working space



# SESSION 7

## AGENDA



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1. **Contents review of the previous session**
2. **Basic rules of preparing beverages**
3. **Utensils**
4. **Proper glassware**
5. **Practical activities - preparing beverages**

# Ice-breaker

Quiet





## SESSION 7



### 7.1 REVIEW OF THE CONTENTS OF SESSION 6



**What do you  
remember from  
the previous session?**

SESSION 7

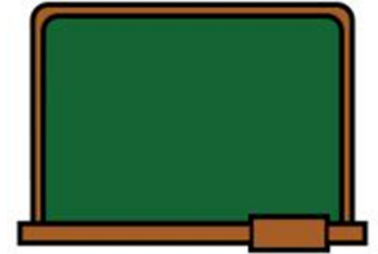


## 7.2 BASIC RULES OF PREPARING BEVERAGES

## Basic rules of preparing beverages

Barman assistant

# Brainstorm



- What beverage do you know how to make?
- What is important when preparing beverages?
- Do you have any experience with bartending?

## Basic rules of preparing beverages

Barman assistant

# Preparing beverages - main rules

- Before preparing a drink order, be certain that you have heard servers order **correctly**, and that your coworker in the bar is not preparing it yet - **communicate and cooperate with your team.**



## Basic rules of preparing beverages

### Barman assistant

- A drink prepared by one barman assistant must be prepared exactly the same way by all other barman assistant- use and follow agreed **recipes**.

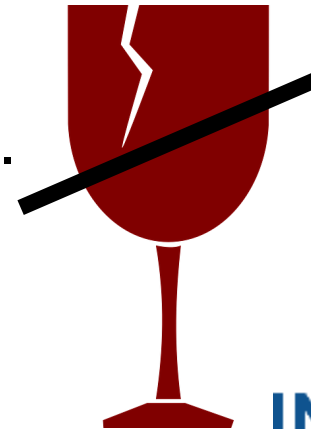


- Use the **proper** glassware for each drink.



- Ensure that glassware is sparkling **clean**.

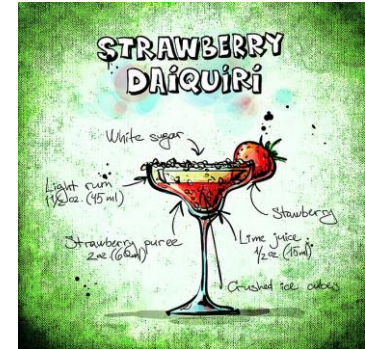
- Ensure that glassware is **not cracked** or chipped.



## Basic rules of preparing beverages

### Barman assistant

- If you do not know a recipe, ask your coworker for help.
- Make sure your hands and working surface are clean. If not, wash your hands and clean working place.
- Always line up your tools and ingredients before beginning.





## Basic rules of preparing beverages

### Barman assistant

- Pour drinks accurately, using your **jiggers and measure cups**.
- Return all liquor or other **ingredients to their proper place** after using them. So item can be found quickly and easily for the next drink.



## Basic rules of preparing beverages

### Barman

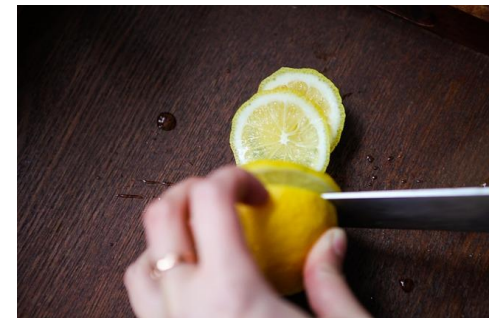
- After using any mixing time, always **rinse** and **wash** before returning it to its proper storage place. The tin will be ready for the next drink.



- Maintain **clean working place**.



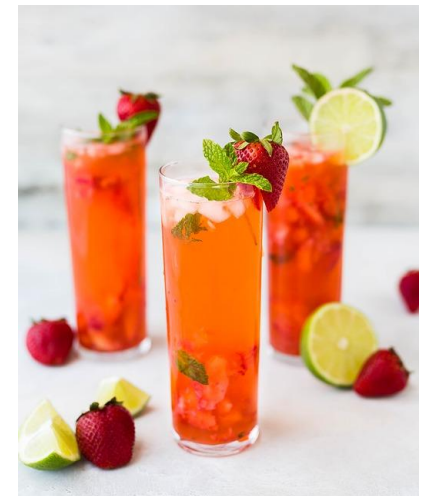
- When you chop, peel, or cut with a knife, cut on board and make sure you cut **away from your hand**.



## Basic rules of preparing beverages

### Barman assistant

- **Garnishes** - A garnish should be vivid in color and fresh in appearance with no visible signs of age or deterioration. A garnish is part of the recipe, so you have to follow agreed recipes on your workplace.



## Basic rules of preparing beverages

### Barman assistant

Barman assistant works in **different workplace and every has its own rules and mode of operation.**

Also every service place like restaurants, bars have **different menu offer and recipes.**

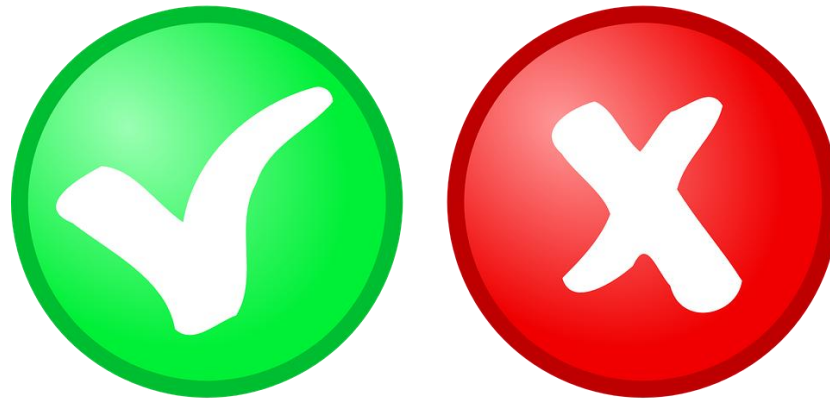
As barman assistant you **must adapt** work environment agreements you are working in and respect the agreed rules and recipes.



# Basic rules of preparing beverages

Barman assistant

Yes or no?



## SESSION 7



### 7.3 UTENSILS

# Raise a hand (sheet)





# Utensils for barman assistant

- **Pens, sticks** - To write down orders, tasks



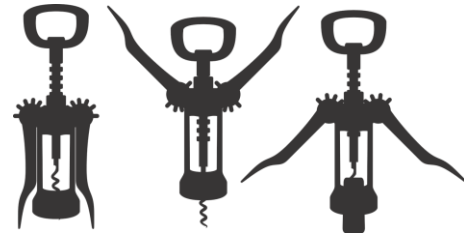
- **Phone or tablet** - You can use phone or tablet to ease your work - ICT tool



## Utensils

### Barman assistant

- **Corkscrew** - Used for Opening Red and White wine with corks.



- **Bottle sealers and stoppers** - Stopper is use to store opened bottles.



- **Bottle opener** - For removing the metal caps from bottles.



# Utensils

## Barman assistant

- **Drink dispenser** - For portioning every shot to the amount management wants the customers to receive (e.g. 0,2dcl, 0,3dcl,...)

- **Spoons and other utensils**



## Utensils

Barman assistant

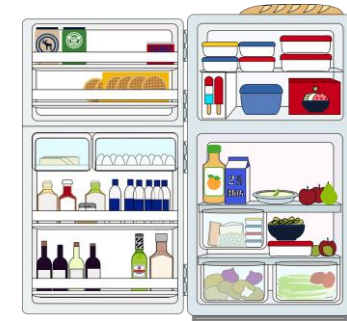


- **Towels, rags** - For cleaning, polishing
- **Glassware and dishware, utensils** for serving beverages

## Utensils

Barman assistant

- **Cutting board, peeler and a sharp knife**
  - For cutting fruits and vegetable, cutting skin from fruit and vegetables
- **Refrigerator, freezer** - To keep beverage ingredients on cold
- **Dishwashing machine** - For cleaning dishware and cutlery automatically.



## Utensils

### Barman assistant

- **Jigger or other types of measuring cups** - For measure spirits / liqueur or other mixer.



- **Muddler** - The Muddler is used to break down ingredients in the bottom of the Boston glass e.g. limes



# Utensils

## Barman assistant



- **Cocktail shaker and mixing glass**

- **Strainers**



- **Cups, containers for ingredients**





## Utensils

### Barman assistant

- **Electric blender** - For mixing ingredients, making smoothies, cocktails
- **Juice squeezer** - For squeezing fresh fruit juice.
- **Juice container** - For keeping fruit juice in bigger amount.



## Utensils

Barman assistant

- **Straws**



- **Napkins**



- **Beverage decoration and garnishments**

# Utensils

## Barman assistant



- **Wine pour spout**

- **Wine bucket** - For serving bottles of white wine with ice in it - to keep wine cold.



## Utensils

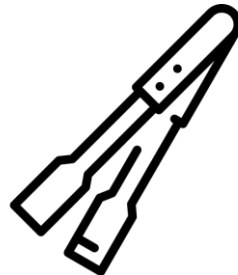
### Barman assistant



- **Ice cream scoop** - For taking an ice from ice bin or ice machine for beverages with ice cream - Ice coffee



- **Ice bucket and tongs or scoop** - For serving ice on guest table



## Utensils

Barman assistant



- **Coffee machines Espresso**



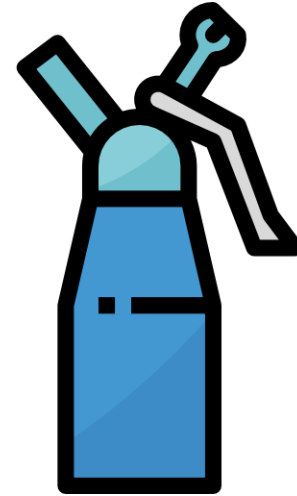
- **Coffee grinder**



## Utensils

Barman assistant

- Whipped cream dispenser



- Draft beer machine



## Utensils

### Barman assistant

*These were most commonly used utensils and machines barman assistant uses - there is a lot of others and different ones in practice of barman assistant...*



**In different bars they use different utensils and machines**

(e.g. dishwasher, blender, juicer, whipped cream dispenser )



## Utensils

### Barman assistant

As barman assistant, you have to learn how to operate utensils and machines in your workplace.



Before operating with utensils and machines it is very important first to learn how to work with it, what to be careful of, how to clean it...

## Utensils

### Barman assistant

Barman assistant must know how to safely operate different utensils, how to break it down for cleaning and setting it up again for operation...



## SESSION 7



### 7.4 PROPER GLASSWARE

# Serving beverages



## Proper glassware

Barman assistant

Glassware is **specified and agreed** on each drink recipe.



Always use the **correct/agreed glass**. This ensures the correct ratio of liquor to mixer. All of our recipes were developed specifically for our glassware.

## Proper glassware

### Barman assistant

Unless specified in the recipe as pre-heated or pre-chilled, glassware must be at room temperature.



Glassware just out of the dish machine is too hot to use. Adding ice to a hot glass will cause breakage.

## Barman assistant

Almost every bar use different glassware, but there are some general agreements to follow when serving beverage.





## **Watch the following videos and discuss!**

**Video: Which glass to use for  
which drink**



## Proper glassware

### Barman assistant

**Coffee cups** - are containers that coffee and espresso-based drinks are served in. Coffee cups are typically made of glazed ceramic, and have a single handle for portability while the beverage is hot. Their size is arranged with different types of coffee.



# Proper glassware

## Barman assistant



## **Types of coffee cups**

### **Small cup**

Used for one shot espresso coffee, double espresso (Doppio),  
machiato ...



## **Types of coffee cups**

### **Middle cup**

For coffee with milk, long black coffee, cappuccino, ...



## **Types of coffee cups**

### **Large cup**

For flat white coffee and coffee beverages that contain bigger amount of milk, steam or whipped cream.



## Proper glassware

### Barman assistant

**Mug** - type of cup typically used for drinking hot beverages, such as hot chocolate or tea. Mugs usually have handles and hold a larger amount of fluid than other types of cup



**Paper cups** - for beverages to take away.





**Stemware** is drinkware that **stands on stems** above a base:

**Wine glass - standard** wine glass has a **stem**. Holding the glass by the stem transfers less heat to the wine, so your hand isn't warming it up as fast.



**Basic rule for wine glass:**

*broader openings for reds, narrower for whites.*

## Proper glassware

Barman assistant

**Flute** - Mainly for champagne and other sparkling wines(the goal is to make the bubble last for as long as possible).



## Proper glassware

Barman assistant

**Steam glass for cocktails** - to serve cold cocktails without ice.



# Proper glassware

## Barman assistant

### Liqueur glass – small ammount glasses



# Proper glassware

Barman assistant

## Beer glassware



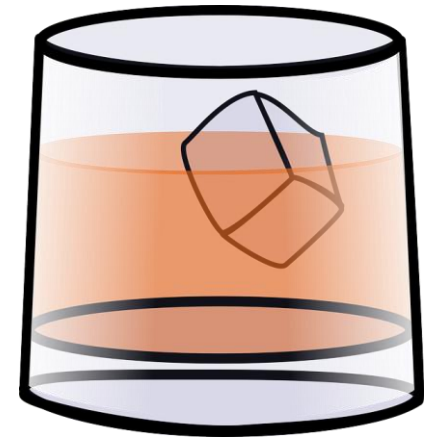
**Tumbler glass** - tumbler is any flat-bottomed glass and is often considered an **all-purpose glass**.



It is used for water, juices and also smoothies, cocktails with lot of ice cubes.



**Rocks Glass - tumbler glass for whiskey drinks served with lot of ice.**



**Shot glass - small glass for short alcoholic beverage.**



## Rules for handling glassware

- **Never stack glassware.** Stacked glasses run the risk of toppling over and if they do, the whole stack can break.
- Never carry glassware in "bouquets". A bouquet is when multiple glasses are carried in one hand. Holding them in a bouquet causes friction and damage to your glassware. Always use a **tray to hold glassware.**



## **Rules for handling glassware**



- Avoid using glassware right out of the dishwasher, rather allow it to dry and cool before use. When you put ice in a warm glass the rapid change in temperature can crack or break the glass (thermal shock). If you let the glass cool and dry first, you will not only protect against breakage, you will also avoid water spots.

## **Rules for handling glassware**

- Never use glassware for anything but serving drink or desserts. Don't use it to store items, such as flatware, or to scoop out ice as it could result in chipping, cracking or breaking the glass.
- Never serve beverages in chipped or cracked glassware. Not only does a chipped and cracked glass look second rate, it is also dangerous for both your customers and your staff.



## **Rules for handling glassware**

- Always dump ice and let glassware reach room temperature before washing in dishwasher. Because of temperature change glass can break.
- Always use the correct rack for dishwasher glassware cleaning to ensure that various pieces of glassware do not touch each other.
- Always handle glassware gently and quietly.



# Proper glassware



# Break



SESSION 7



## 7.5 PRACTICAL ACTIVITIES - PREPARING BEVERAGES



**Practical activities - preparing beverages**

Barman assistant

**VISIT OF**

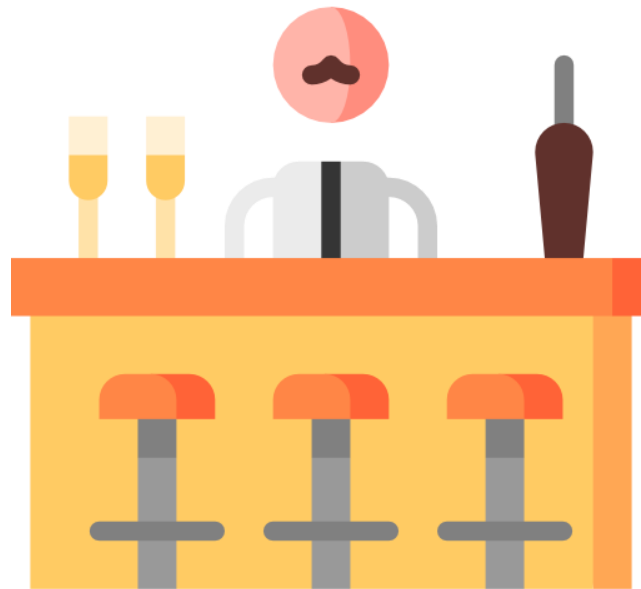
*druga*  
**VIOLINA**

**INCLUSIVE  
TOURISM**

## Practical activities - preparing beverages

Barman assistant

# Presentation of working place



# Presentation of utensils for barman



## Practical activities - preparing beverages

Barman assistant

# This glass is for ...



## Practical activities - preparing beverages

### Barman assistant

Use it



## Practical activities - preparing beverages

### Barman assistant

**Watch the following videos and discuss!**

**Video: Barcaffè priprava kave**



# Preparing beverage order





# Preparing beverage order

Coffee

Tea

Draft beer

Cocktail

Smoothie

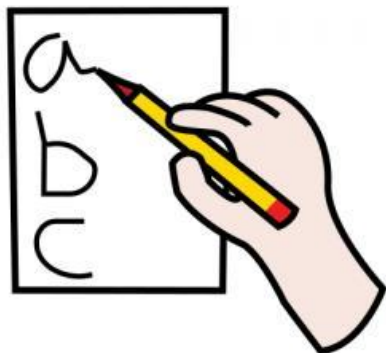
## SESSION 7



## 7.6 EVALUATION

## Evaluation

# Step by step operation: Preparing beverages



# SESSION 8

## AGENDA



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1. **Contents review of the previous session**
2. **Basic rules of preparing snacks**
3. **Utensils**
4. **Proper dishware**
5. **Practical activities - preparing snacks**

# Ice-breaker

## Grandma/Grandpa footsteps



## SESSION 8



### 8.1 REVIEW OF THE CONTENTS OF SESSION 8



**What do you  
remember from  
the previous session?**



## SESSION 8

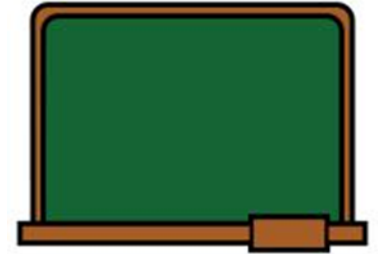


### 8.2 BASIC RULES OF PREPARING SNACKS

## Basic rules of preparing snacks

Barman assistant

### Brainstorm



- What snacks and desserts (in further: snacks) do you know?
- What snack do you know how to make?
- What is important when preparing snacks?

## Basic rules of preparing snacks

Barman assistant

# Preparing snacks - main rules



- Before preparing a snack order, be certain that you have heard servers order correctly, and that your coworker in the bar is not preparing it yet - communicate with your team.
- A snack prepared by one barman assistant must be prepared exactly the same way by all other barmen - use and follow agreed recipes.



## Basic rules of preparing snacks

Barman assistant

# Preparing snacks - main rules

- Use the proper dishware and utensil for each snack.
- Ensure that dishware and other utensils you use are sparkling clean.
- Ensure that dishware is not cracked or chipped.



## Basic rules of preparing snacks

Barman assistant

# Preparing snacks - main rules

- If you do not know a recipe, ask your coworker to help you.
- Make sure your hands and working surface are clean. If not, wash your hands and clean working place.
- Always line up your tools and ingredients before beginning.



## Basic rules of preparing snacks

Barman assistant

# Preparing snacks - main rules



- Keep ingredients in proper place, on proper temperature.



- Always wash fruit and vegetables you use.

## Basic rules of preparing snacks

### Barman assistant

- When you chop, peel, or cut with a knife, cut on board and make sure you cut away from your hand.
- Return all ingredients to their proper place after using them. So item can be found quickly and easily for the next snack.





## Basic rules of preparing snacks

### Barman assistant

- After using any electric machine (toaster,blender, ...), always clean and wash before returning it to its proper storage place. The utensils will be ready for the next snack.
- Maintain clean working place.
- Always turn off heating machines (oven, toaster) you're not using them.



## Basic rules of preparing snacks

### Barman assistant

When working as barman assistant, each workplace has its **own rules and mode of operation.**

Also every service place like restaurants, bars have **different menu offer and recipes.**

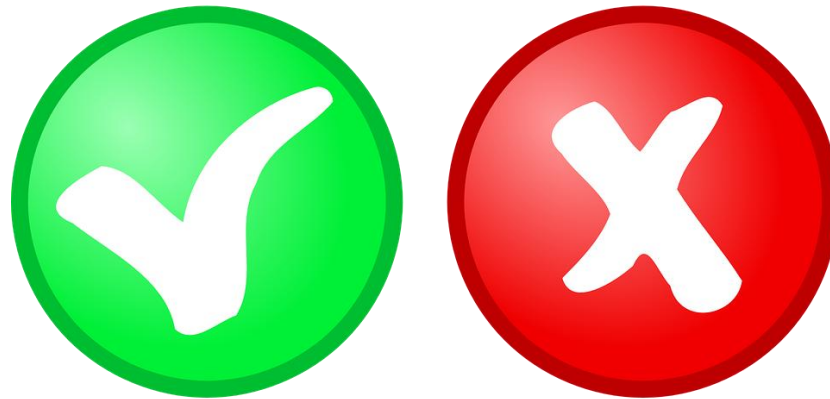


As barman assistant you must **adapt work environment you are working in and respect the agreed rules and recipes.**

## Basic rules of preparing snacks

Barman assistant

Green or red?



## SESSION 8



### 8.3. UTENSILS

# Raise a hand II



## Utensils

Barman assistant

# Utensils for barman assistant

- **Pens, sticks** - To write down orders, tasks



- **Phone or tablet** - You can use phone or tablet to ease your work - ICT tool



# Utensils

Barman assistant

- Can opener



- Spoons and other utensils  
for preparing snacks





## Utensils

Barman assistant

- **Towels, rags** - For cleaning, polishing



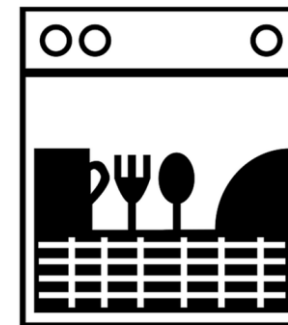
- **Glassware and dishware, utensils for serving snacks**



## Utensils

### Barman assistant

- **Cutting board, peeler and a sharp knife**
  - For cutting ingredients, cutting skin from fruit and vegetables
- **Refrigerator, freezer** - To keep beverage ingredients on cold
- **Dishwashing machine** - For cleaning dishware and cutlery automatically.



## Utensils

Barman assistant



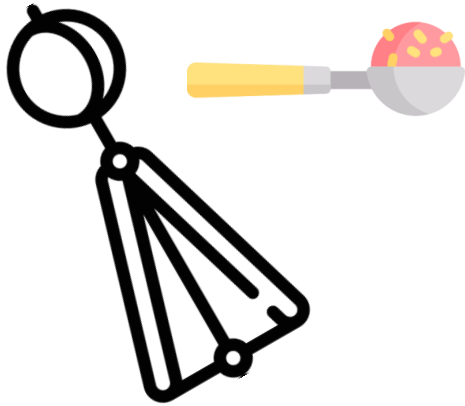
- **Toaster**



- **Ice cream freezers** - to keep Ice cream on proper temperature

## Utensils

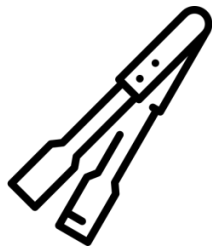
### Barman assistant



- **Ice cream scoop** - For taking an ice from ice bin or ice machine for beverages with ice cream - Ice coffee



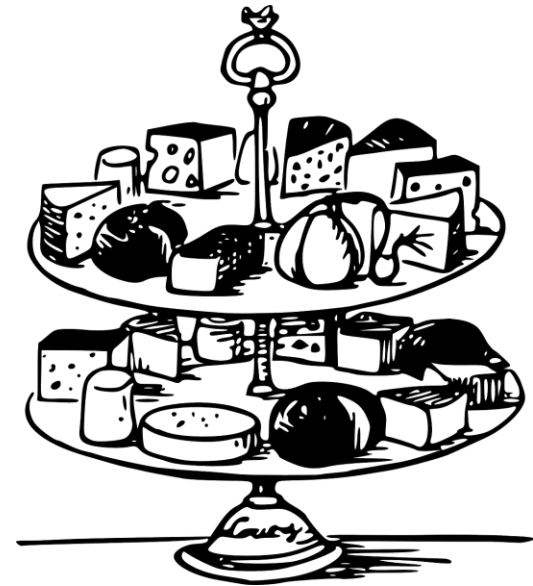
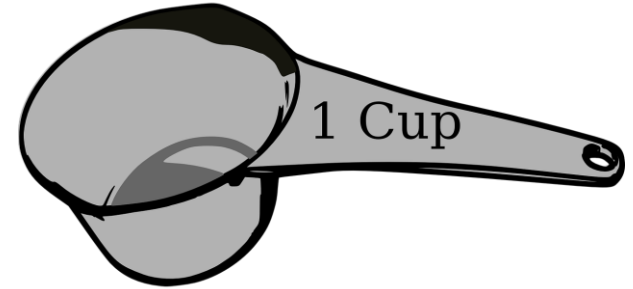
- **Ice bucket and tongs or scoop** - For serving ice on guest table



## Utensils

Barman assistant

- **Measuring cups** - For measure amount of ingredients for snacks (e.g. for walnuts, finger food,...)
- **Food serving trays**- For cakes, croissants, ...)



## Utensils

Barman assistant

- Whipped cream dispenser
- Ice cream and cakes fridges





## Utensils

### Barman assistant

Barman assistant must know how to **safely operate** different utensils and machines, how to break it down for **cleaning** and setting it up again for operation...



Different bars use different utensils and machines (e.g. dishwasher, toaster, mini oven, ...). Before operating with machines it is very important first to learn how to work with it, what to be careful of, how to clean it...



## SESSION 8



### 8.4 PROPER DISHWARE

# Snack serving



## Proper dishware

### Barman assistant

Dishware is agreed on each snack recipe in each bar. This ensures the correct look and presentation of snacks.

Almost every bar use different dishware, but there are some general rules to follow when serving snacks.



**When working as barman assistant follow agreed rules of bar you are working in.**

Proper dishware  
Barman assistant





# Proper dishware

## Barman assistant



## Proper dishware

### Barman assistant



## **Rules for handling dishware**

- Avoid using dishware right out of the dishwasher, rather allow it to dry and cool before use.
- Never use dishware for anything but serving snacks or desserts.  
Don't use it to store items, such as flatware, napkins.

## Rules for handling dishware

- Never serve snacks or desserts in chipped or cracked dishware. Not only does a chipped and cracked glass look second rate, it is also dangerous for both your customers and your staff.







## **Rules for handling dishware**

- Always use the correct rack for dishwasher dishware cleaning to ensure that various pieces plates and bowls do not touch each other.
- Always handle dishware gently and quietly.

## Proper dishware

### Barman assistant

Snack offer in different service places (restaurants, bars and coffee shops, hotels, ...) depends of menu that service place offer.



You need to familiarize yourself with the menu of place you are working. It is important, that you know the offer of snacks and recipes to know how to prepare them.

# Discussion

- How would you prepare this snack?
- What ingredients would you need to prepare this snack?
- What utensil would you need to prepare it?
- What dishware and other utensils would you need to serve it to customer?



# Discussion

- How would you prepare this snack?
- What ingredients would you need to prepare this snack?
- What utensil would you need to prepare it?
- What dishware and other utensils would you need to serve it to customer?



# Discussion

- How would you prepare this snack?
- What ingredients would you need to prepare this snack?
- What utensil would you need to prepare it?
- What dishware and other utensils would you need to serve it to customer?'



# Discussion

- How would you prepare this snack?
- What ingredients would you need to prepare this snack?
- What utensil would you need to prepare it?
- What dishware and other utensils would you need to serve it to customer?



# Discussion

- How would you prepare this snack?
- What ingredients would you need to prepare this snack?
- What utensil would you need to prepare it?
- What dishware and other utensils would you need to serve it to customer?





# Break



## SESSION 8



### 8.5 PRACTICAL ACTIVITIES - PREPARING SNACKS

## Practical activities - preparing snacks

Barman assistant

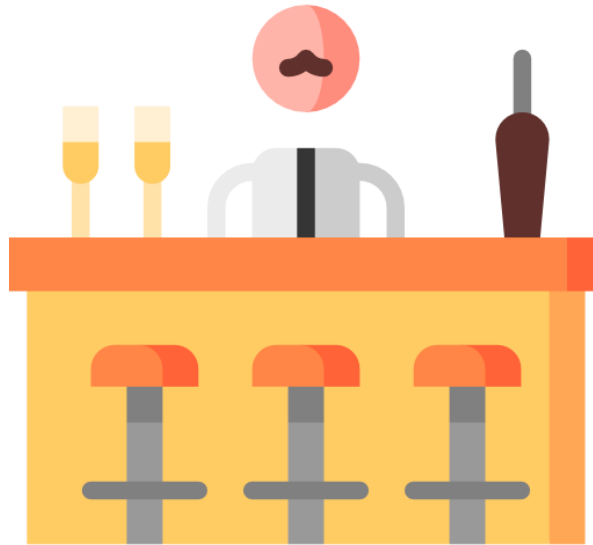
# VISIT OF



## Practical activities - preparing snacks

Barman assistant

# Presentation of working place



# Presentation of utensils for barman assistant



## Practical activities - preparing snacks

Barman assistant

This dish is for ...



## Practical activities - preparing snacks

Barman assistant

# Preparing snack order





# Preparing snack order

Toast

Fruit pie with ice cream and whipped  
cream

Banana split

Croissants

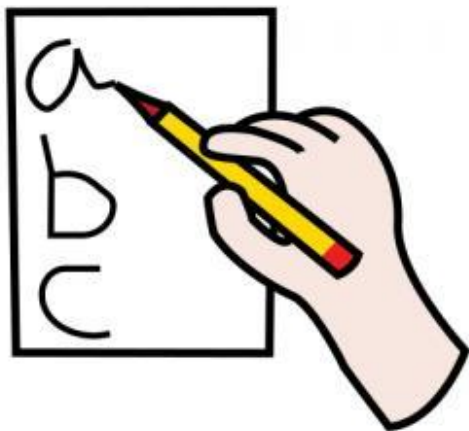
## SESSION 8



## 8.6 EVALUATION

## Evaluation

### Step by step operation: Preparing snacks



# SESSION 9

## AGENDA



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1. **Contents review of the previous session**
2. **Ethics and legal obligations**
3. **Privacy and confidentiality**
4. **Appropriate communication**
5. **Teamwork and problem solving**

# Ice-breaker

## Paper planes



## SESSION 9



### 9.1 REVIEW OF THE CONTENTS OF SESSION 8



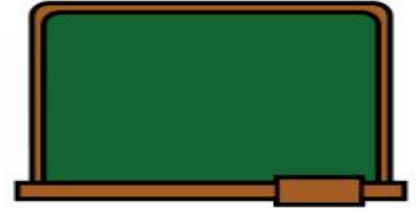
**What do you  
remember from  
the previous session?**

## SESSION 9



## 9.2 ETHIC AND LEGAL OBLIGATIONS





## Brainstorming

- What is ethics?
- What is ethical code?





## WHAT IS AN ETHICAL CODE?

It is a set of guides, **rules** by employers to guide employees to know the difference between **doing right and wrong at workplace (how we should behave).**

At any workplace we must follow an **ethical code.**

# Ethics and legal obligations

Barman assistant

## SOME ETHICAL RULES ARE:

### **Professionalism and respect**

Stay calm and listen to others opinions.  
Avoid gossiping and harmful talk about,  
and against, others. Show fair treatment to  
others.

### **Commitment and sense of responsibility.**

Do what you say you will do. Always fulfill  
your responsibilities.

### **Manage your time wisely.**

Observe task deadlines and organize  
yourself according to your time.

### **Do quality work.**

Do not stop until you finish your work and fi  
nish it well.

### **Own up to your mistakes.**

Become responsible for your actions  
and your results. Always be honest.

### **Work with others**

Help others and  
stay open to learn from others and ask  
for help when you need it.

## Ethics and legal obligations

Barman assistant



## Legal obligations

As barman assistant you should remember at all times that you have a **responsibility** in taking care of your guests, to whom you are **serving alcoholic beverages**.

# Legal obligations

If you think your guest look younger than 18 you should call your supervizor, who will ask customer for proof of ID.



# Do not:

- Serve alcoholic beverages to an underage person (18 years old in Slovenia).
- Allow anyone to bring alcohol in any form into the Restaurant with him or her.
- Have an employee under the legal drinking age handle, dispense, or serve liquor.
- Serve liquor from any bottle not purchased by the bar/restaurant.

## SESSION 9



### 9.3 PRIVACY AND CONFIDENTIALITY

# WHAT IS THE CONFIDENTIALITY?

*„The state of keeping or being kept personal datas.“*

**It means that we keep the costumer's personal informations secret and we don't share our personal informations.**





## Privacy and confidentiality

Barman assistant

You might greet old friends with a slap on the back and a tasteless joke, but you certainly wouldn't greet a boss that way.



At some workplaces we must sign **confidentiality contract**.



## Privacy and confidentiality

Barman assistant

**When talking of privacy and confidentiality on barman's assistant working place, we know that we... :**

- Do not use any type of information (personal data, photos, videos, etc.) related to customer.
- We must always ask him first if we are allowed to use information, take a picture or video.



## Privacy and confidentiality

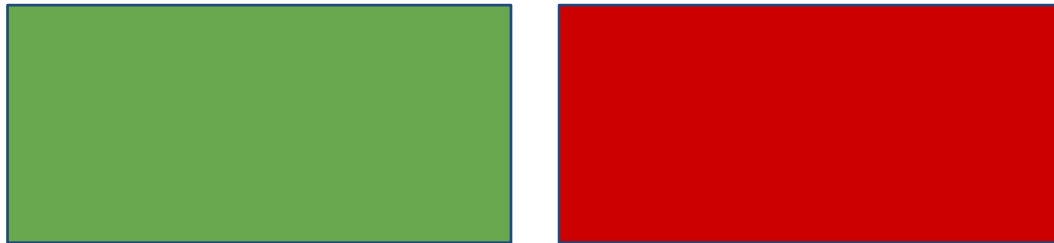
### Barman assistant

- Do not talk about customer's informations you have heard or saw.
- Any lost and found items in your working place must be given back to the customer.



**Always remember your boundaries no matter how friendly  
you get with your guest.**

Green or red



**Privacy and confidentiality**

Barman assistant

# Round table



# Break



## SESSION 9



## 9.4 APPROPRIATE COMMUNICATION



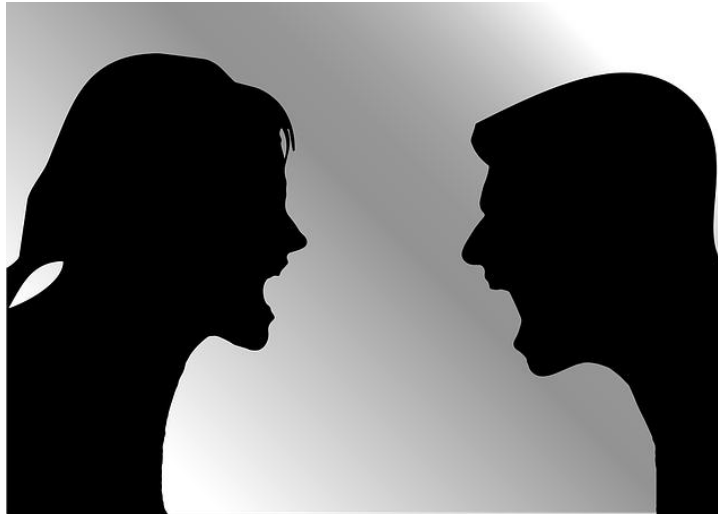
## APPROPRIATE COMMUNICATION

**Appropriate communication** is a major **key to success**.

For communication to be **effective** we have to **understand** each other (speak the same language), **have eye contact**, **appropriate volume**, **appropriate speed of speech** ...



## VOICE VOLUME



We use **proper** voice tone.

# EYE CONTACT AND BODY LANGUAGE

Eye contact and body language influence communication between two people. It is harder to communicate if we do not see each other.



## PERSONAL SPACE



The **physical distance** between the persons in a conversation impacts the overall communication effectiveness. When we communicate, the **distance needs to be just right** (not too close, not too far, about 1m).

## Appropriate communication

Barman assistant

.

# RESPECTFUL COMMUNICATION

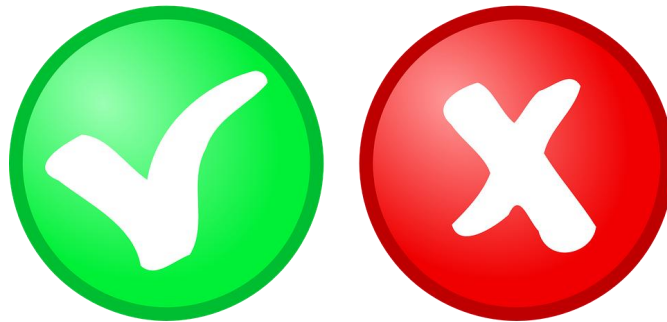
- Be **respectful** and **polite**
- **Listen** active
- **Disagree politely** with arguments
- Avoid **judgmental** words
- **Help** as much as you can



## Appropriate communication

Barman assistant

Yes or no?



SESSION 9



## 9.5 TEAMWORK AND PROBLEM SOLVING

## Teamwork and problem solving

### Barman assistant

Don't forget how important is **working as a team!**

**Helping** each other automatically ensures that bar you are working runs more smoothly and successfully.

A **barman assistant** should be **versatile**, **flexible** and be just as willing to wash glasses as well as work on the busiest station behind the bar.



## Teamwork and problem solving

### Barman assistant

A barman assistant should realise that contributing towards **setups and breakdowns** is just as necessary as making exciting and fantastic cocktails.



If you will **help** coworker when he will need help, he will also help you when you will need one.



## Teamwork and problem solving

Barman assistant

### Problem solving

It's important to deal with complaints **calmly** and **professionally**.



**Listen** carefully, try to understand why the guest is upset and always try to understand the cause of the problem.

If you feel that it is a problem that you can solve yourself then go ahead!

## Teamwork and problem solving

Barman assistant

**When dealing with the problem you should always follow the APOLOGISE procedure.**

**Apologise** – It shows we care to put things right.

**Praise** – thank them for taking the time for making the complaint.

**Observe** – their body language, keep a neutral stance and tone of voice.

**Listen** – be sympathetic and empathise.

**Offer** - a solution wherever possible

**Go** through the steps with the guests on how you're going to help them.

**Instigate** the solution, call the duty manager if you need authorisation

**Stay** calm throughout, never defend what has happened nor blame anyone.

**Ensure** the guest is happy with the outcome.

## Teamwork and problem solving

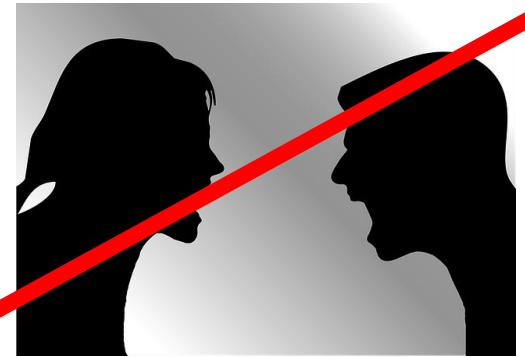
Barman assistant

However, if you feel that it is a problem you are unable to solve, apologise, ask them to wait and **call your manager or supervisor.**

## Teamwork and problem solving

Barman assistant

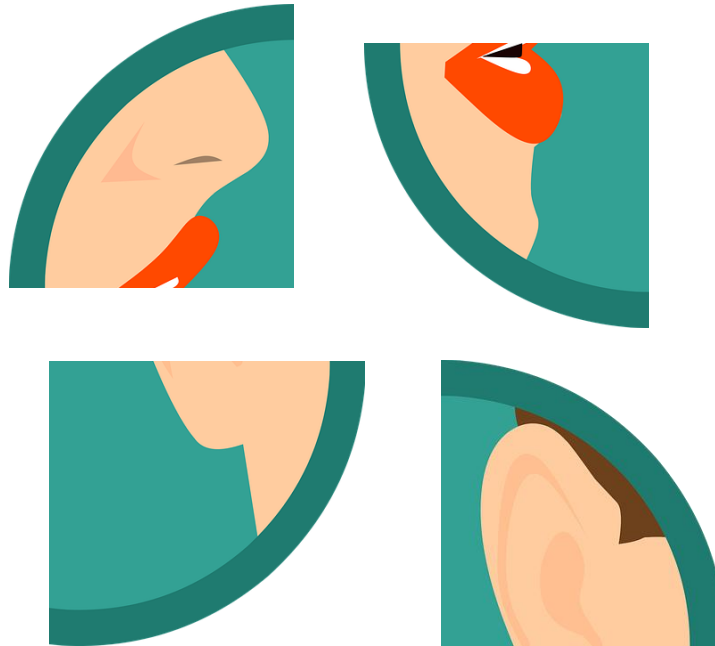
There is to be **no yelling or arguing** in the front of the house.



If you have a problem with a customer, **DO NOT ARGUE**, keep calm, and get a manager.

The **same** applies to **employee relations**. No yelling or arguing or yelling, get a manager.

# Picture pieces



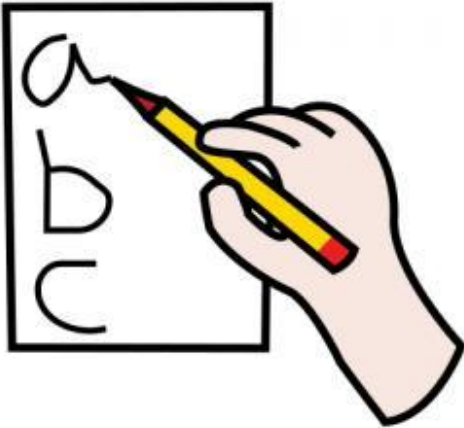
## SESSION 9



## 9. 6 EVALUATION

## Evaluation

# Ethic/Specific strategic communication



## 5. CONCLUSIONS



**What have you learned?**

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