

Guest Server Nights at Barrel Room

“Giving Back to Those Who Give”

Procedures (given and reviewed with coordinator at training)

- Guest servers arrive 10 minutes prior to their shift. The shift coordinator will brief them on their duties. The coordinator will serve as the behind the bar/kitchen type of person. **All others should not go behind the bar or in the kitchen.**
- Areas of the Barrel Room can be divided off for table service.
 - For example (see diagram below):
 - Server 1 (**Joe**) has Comfy Chairs, High 1 and Low 1
 - Server 2 (**Frank**) has Barrel Table and High 2;
 - Server 3 (**Nancy**) has High 3, Low 2 and High 4;
 - Server 4 (**Pat**) has High 5, bar and people standing near the back;
 - Coordinator serves as helper to all and takes dishes to the kitchen, may be asked to dry glasses, etc. **Coordinator is responsible to assist in the transition to the next shift.**
- Servers greet each customer with a smile and thank them for coming! Briefly explain what guest server is and what agency they represent. Give them a menu.
- Give them a few minutes and go back to their table and take their order noting everything they order on an order slip properly labeled with either the **customer’s name or their table number.** Note if they want separate tickets or all together or some other format.
 - If they have questions about wines or anything on the menu and you do not know the answer, ask one of the Barrel Room staff to assist.
 - Barrel Room staff will handle bottle table service (this is where they buy a whole bottle to drink on premise).
- After taking an order, the server goes to the cash register where the order will be placed into the computer system. A slip from the computer will be printed for food orders. The bartender will fill the drink order. Check the box on the order slip that says “Entered into POS”
 - IF THERE IS A BOTTLENECK AT THE Point of Sale (POS) and you DO NOT have a food order: You can go directly to the bartender who will fill your order. When the bottleneck clears, go to the POS and get it entered and then check the box that says “Entered into POS”
- The bartender/kitchen will fill the order and notify the server to deliver to the customer.

- Take napkins to the table if they order food ... one per customer to start. If anyone asks for water, fill water glasses at the water station and deliver to the table.
- Guest server services include:
 - Taking orders
 - Delivering orders (food and beverage)
 - Clearing stemware timely
 - Clearing dishes
 - There will be a garbage can near the cash register. Paper, left-over food, etc. can be dumped and the coordinator or one of the staff can take the dishes to the kitchen
 - Cleaning up at end of shift (closing out last of tickets, moving tables/chairs back if moved, etc.)
- Turning over tables: Clear everything and clean table with the sanitizer. (**Available alongside water station**)
- At end of shift, turn over your apron, order pad and tables to the person taking your place so that there is consistency in service. (Introduce the next server and thank them for coming.)
- Second glass or adding something: Note the order on the original customer slip in the order pad. Come to the cash register and have it entered and added to an existing ticket.
- Closing out: Once the customer is done and requests their slip, go to cash register and the staff will print off their guest slip. Take to table and return with payment (we do not accept **American Express** but we do accept all other major credit cards.). **Reminder: Tips for the non-profit are only accepted in the form of cash or check to the non-profit.**

