

Bar and cocktail guide



Course information

This booklet has been designed in conjunction with the day training program “Bar skills” and will complement the information given on the day.

This course is designed to introduce you to the Bar environment as well as the skills and knowledge to commence a career within the Hospitality industry. You will be introduced to the basic functions of a Bar and, what is expected of you while working in that environment.

Hospitality is undoubtedly a people industry and you need to be a team player, working together with others in your organisation to provide the best possible service to your customers.

When you complete this course you should be able to:

- Set up the bar display and work area in accordance with enterprise requirements and style of bar service
- Check and re-stock bar products and materials
- Store all items in the correct place and at the correct temperature
- Prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with enterprise requirements
- Take orders and either note or memorise correctly
- Check products and brand preferences with the customer in a courteous manner
- Advise customers on a selection of drinks and make recommendations where required
- identify specific customer preferences
- Serve drinks promptly and courteously, in accordance with customer preferences, using required glassware and garnishes
- Prepare drinks in accordance with legal and enterprise standards, using the correct equipment, ingredients and correct standard measure
- Prepare non-alcoholic beverages and serve according to customer preference
- Check beverage quality during service and take corrective action when required
- Provide tray service where appropriate, in accordance with enterprise procedures
- When appropriate, shut down equipment in accordance with enterprise safety procedures and manufacturer's instructions
- Clear, clean or dismantle bar areas in accordance with enterprise procedures
- Store any leftover garnishes which are suitable for storage, hygienically and at the correct temperature
- Set up bar correctly for next service, ensuring equipment, stock and glasses are in the correct place
- Make all styles of cocktails
- prepare a broad range of garnishes

Bartender's Job Description

Bartenders mix and serve drinks in bars and restaurants. Drinks may be standard or custom. Delivery may be direct or through a waiter. They are charmers, entertainers, mixologists and policemen.

They have to keep the bar well stocked, pour beer or wine and mix consistent cocktails quickly while collecting payment and operating the cash register.

Checking identification before serving customers is a hugely important role bartenders fill.

Finally a bartender is responsible for his/her work area. The bar itself must remain clean and inviting for customers; glasses and utensils need constant washing.

Responsibilities and Duties

Responsible for the efficient operation of the bar during opening hours:

- Set up the bar according to workplace opening procedures
- Prepare and serve drinks following house procedures
- Accurately record transactions on the till
- Collect till float before shift starts
- Inform manager of any problems in the bar area
- clean bar area according to workplace closing procedures

Responsible for the tidiness and cleanliness of the bar area at all time by making sure that:

- All glasses are washed and put away in their correct storage area
- All ashtrays (if applicable) are kept clean
- Floor and mats behind the bar are washed down at the end of the day
- Bar fronts are cleaned daily
- Equipment and utensils are thoroughly cleaned as required on a regular basis
- All tables are cleaned

Responsible for till operation by:

- Ensuring all transactions are instantly registered accurately on the till
- Ensuring the correct cash handling from customer (correct money taken, and correct change given)
- Locking the till when leaving the bar
- Collecting the till and checking the float before the shift

Responsible for bar stock by ensuring:

- checking and maintaining the stock level (par level)
- Record Beer waste daily, at the end of the shift
- Restock fridges, spirits and liqueurs
- Old stock is rotated or written off if out of date
- Informing management of supply running lower

and remember to keep flexible by taking on any other duties directed by management...

Qualifications

What you need and what the employer is looking for...

Qualifications

Essential:

- Bar skills certificate
- responsible service of alcohol Certificate (RSA)
- Hygiene for food handlers certificate

Desirable:

- responsible Conduct of Gambling Certificate (RCG)

Knowledge and skills

- Good communication skills
- Good memory
- Listening skills
- Ability to work well under pressure
- Ability to work unsupervised
- Ability to prepare alcoholic and non-alcoholic beverages
- Ability to deal with complaints
- Ability to communicate with people of all ages and other staff members
- Knowledge of laws and regulations relative to the bar industry
- Ability to operate basic bar equipment

Personal Characteristics

- Flexibility
- initiative
- Honest and reliable
- Strong work ethics
- High level of personal hygiene
- Hard working
- Organised and tidy

Personal notes.....

Main types of bars

In the hospitality industry, alcohol plays a major role. Whether it is a glass of wine at dinner in a fine dining restaurant or a cocktail before dinner, it is usually served from a bar.

In Australia, the term hotel means different things. It could be the local *pub*, short for the old English *public house* or it could mean an international 5-star hotel.

Hotels can be classified according to the type of guests they cater for, for example, resort, tourist or commercial. In any case, there are different bars in each of these two establishments as well as bars in clubs, restaurants, and nightclubs, on ships and aircraft and many more. We shall discuss the most common types of operations and bars below.

Casinos

Casinos offer a range of games that patrons can play and, if lucky, win money. Some of the games offered are black jack, roulette, prize wheel and craps. Several food and beverage outlets are located within the casino from fine dining rooms to coffee shops and bars.

Clubs

The club industry is a significant sector of the hospitality industry providing members and their guests with food and beverage, live entertainment and gaming. Clubs can range in size from a small bowling club through to very large football and Returned Services League clubs, employing over 300 staff. Many of the clubs have gaming facilities including poker machines, TAB and Keno.

Pubs/taverns

Over recent years, the face of the traditional *Aussie pub* has changed significantly, with the introduction of poker machines, Keno and TAB. The pub is still a popular place for a cold beer with your mates and casual dining, occasionally accompanied by live entertainment. Some of these types of hotels may also offer cheap accommodation or motel-style rooms. The types of beverages served remain basic.

The front or public bar

Most hotels have one bar which opens during certain set hours (on its licence) and serves alcoholic beverages at prices that do not exceed those stipulated by the Licensing Commissioner. In Australia, these prices are laid down in the Licensee's Liquor Guide, a publication of the Australian Hotels Association (referred to as the AHA), which has branches in each state.

This guide lists the maximum prices allowed to be charged in front bars and bottle departments.

In Australia, the front bar used to be a *men-only* bar, but that has now changed. Usually the drinks available are beer, spirits, some aperitifs etc, but not cocktails or fancy mixed drinks.

Minimum garnishes are used. Snacks and counter meals are also available in some pubs.

The saloon bar

This bar is considered more *upmarket* than the front bar and in many hotels there are dress rules which are stricter than those applying to the front bar. In addition, prices are usually higher than those in the front bar.

Generally, the saloon bar has a better variety of spirits and liqueurs, especially the dearer brands, than those available at the front bar.

The gaming room bar

Similar to saloon bar standard plus cocktails and coffees are served. Usually a gaming licence is a further requirement.

The lounge bar

This used to be the *ladies lounge* a few years ago.

Ladies, or gentlemen accompanied by ladies, were admitted. These days the lounge is open to all. Also, in the days when most hotels had guest-rooms, a guests' lounge was provided, as guests were able to drink later than the general public. The lounge bar tends to serve a wide variety of drinks and sometimes provides table service. Creative cocktails and mixed drinks are also often available.

International or 5-star hotels

The international hotel offers a wide range of services, in addition to accommodation. Other services on offer include food and beverage service, room service, laundry and a large range of business services. An international hotel can vary greatly in size – a small hotel may have less than 100 rooms, whereas a large hotel can have in excess of 200 rooms. Often an international hotel will have speciality shops within the main building to cater mainly for guests.

Cocktail bars, restaurant and dispense bars for function rooms are usually found on these premises.

The cocktail bar

The cocktail bar is usually a fairly small, well-decorated bar with seating at the bar as well as at tables. As its name suggests, the cocktail bar specialises in cocktails, but other drinks are available. Cocktail bars are very common within international hotels, and although the prices are at the upper end of the market, services are provided to match. Live entertainment is often provided on weekends, and the use of a grand piano is always a prominent feature.

The range of beverages offered on these premises include cocktails, premium and deluxe spirits as well as more basic choices.

The nightclub bar

These bars are usually multipurpose bars that can service large volumes of customers. They are equipped with a large range of glassware and can provide a broad range of beverages from a tap beer to an elaborate cocktail. The design of a nightclub bar is arranged so that as many people as possible can gain access, to provide fast and efficient service.

The emphasis is on the high turnover rather than the creative types of beverages.

The dispense bar

The dispense bar dispenses beverages to staff only. It is usually out of sight behind swinging doors, somewhat like a kitchen. It is used in function areas when all beverage service is done by staff using trays. The dispense bar is not open to the public.

Restaurant bar

Fine dining restaurants have a strong bar trade. Guest are seated in the bar lounge area while waiting for their table, or enjoying an aperitif (pre-dinner drink). The range of beverages offered on these premises include cocktails, wines, premium and deluxe spirits, digestives (after dinner drinks, such as grappa, port, cognac...).

Wine bars

In the last few years Australia has seen a growing trade in wine bars. These premises tend to offer a more subdued atmosphere, an alternative to the traditional 'Ozzie' pub. The emphasis is on wine. A wide range is offered by the glass, but you can usually also find beer and basic spirits.

Personal notes.....

Responsible Service of Alcohol

What is RSA?

RSA represents liquor laws across Australia for the liquor industry. RSA reflects the importance of ensuring licensees and staff understands their obligations in serving liquor responsibly and the types of strategies that can be implemented to add value to a venue's operations.

It means that we must support responsible service strategies by serving or promoting alcoholic beverages in a professional and responsible manner. It helps us understand the legal obligations of bar staff, the strengths and effects of alcoholic beverages and standard drinks, so as to ensure that your patrons do not become intoxicated and create problems for staff, management, the licensee and the local residents.

Responsible Service of Alcohol also means that we must all comply with the Liquor Act and the Registered Clubs Act.

The Law....

Licensed premises are extremely regulated, so as a bartender you must be familiar with the laws regulating the industry. These laws vary from state to state across Australia, but you will find many similarities. For example, it is illegal in all states and territories to serve alcohol to minors or to a customer who is in a state of intoxication.

Intoxication...

Excess alcohol consumption leads to intoxication and to a change in behaviour. All states and territories have clear guidelines regarding the service of Alcohol to customers who are in a state of intoxication, and fines may apply - up to \$11,000 for the bar staff.

Supplying alcohol to intoxicated customers is not only against the law, but it is also bad for for business, as it disturb and endanger customers and staff.



Standard drinks

Definition of a standard drink

- A standard drink is any drink containing 10 grams of alcohol (equivalent to 12.5 millilitres of pure alcohol). One standard drink always contains the same amount of alcohol regardless of container size or alcohol type (ie beer, wine, or spirit).
- A standard drink is a unit of measurement. In the same way one metre measures a particular distance travelled, one standard drink measures a particular amount of alcohol consumed.
- There are different quantities of alcohol in each major type of alcoholic drink; beer, wine and spirits.

Legal quantities

All draught beer must be served in an approved glass or jug under NSW Trade Measurement Act. Beer glasses and jugs must have their capacity in millimetres (ml) or litres (L) shown on them as well as the capacity line.

Spirits can only be served with an approved certified spirit measure (jigger) or spirit dispenser. The legal quantities are 15mL (half), 30mL (nip) or 60mL (double)

Exceptions include cocktails made from spirits mixed with other spirits or liquors, beer and spirits pre packed in cans or bottles and wine.

Understanding standard drinks

Below is a guide to how many standard drinks are in common containers of alcohol.

If you need more information on a particular beverage, read the label on the bottle, can or cask. It will state how many standard drinks are inside the container.

Standard Drinks							
							
1	1.5	0.5	1	2.1	1.2	1	22
285ml Middy Full Strength Beer 4.8% Alc./Vol	425ml Schooner Full Strength Beer 4.8% Alc./Vol	285ml Middy Light Beer 2.7% Alc./Vol	425ml Schooner Light Beer 2.7% Alc./Vol	375ml Pre-mix Spirits 7% Alc./Vol	330ml Pre-mix Spirits 5% Alc./Vol	30ml Spirit Nip 40% Alc./Vol	700ml Bottle of Spirits 40% Alc./Vol
							
1.5	1.4	0.8	0.8	0.9	1.5	1.5	7.5
375ml Full Strength Beer 4.8% Alc./Vol	375ml Full Strength Beer 4.8% Alc./Vol	375ml Light Beer 2.7% Alc./Vol	375ml Light Beer 2.7% Alc./Vol	60ml Port/Sherry Glass 18% Alc./Vol	150ml Average Serve of Sparkling Wine/ Champagne 12% Alc./Vol	150ml Average serve of White or red Wine 11.5% Alc./Vol	750ml Bottle of Wine 12.5% Alc./Vol

Know your surroundings

It is essential that you know your work area because Customers will address these enquiries to you. So you need to be prepared and keep your credibility up as a professional worker! This will prevent the customer to lose the respect they have for you, as it is hard to win them back and your interaction will be hell!

- Toilets
- ATM
- Cigarette machine
- Fire equipment
- Taxi rank
- Public Phones
- Pool tables and other facilities

Bar equipment

Large equipment:

- Beer panels
- Glass washer
- Refrigerators
- Ice machines
- Cash registers
- Post mix machine

Small equipment:

- Cocktail shakers



- Ice scoop



- Wine opener



- Garnish tray



- Cutting board and fruit knife



- Store and pour containers



- Measurers, pourers and jiggers



General bar cleaning practices

Bar hygiene is important

A combination of daily responsibilities and scheduled tasks to be done during the quiet periods of the week, are the keys to effective hygiene. Without these procedures, the bar area will start smelling and attracting flies, as well as favouring bacteria growth.

Items used for cleaning

- Wipes (Rinse regularly and leave to soak overnight in diluted bleach. Replace often)
- Glass cloths (Keep clean, hang them up to dry out)
- Chemicals (must be stored separately from food and beverages)
- Glass washer detergent (always check the level of detergent)
- Tea towels (Keep clean, hang them up to dry out)

Glasses

- Rinse glasses that have had cream or liquor before placing in glass washer
- Place glasses inverted onto racks
- Always offer a fresh glass to customers. Never reuse glasses
- Check glasses for finger prints, chips or marks
- Dry and polish glasses when they are hot and wet (always use a clean cloth)
- Beer glasses are never polished

Always check the level of detergent in the glass washer

Refrigerators

- Clean internally and externally with mild chemical
- Check drain plugs
- Check temperature

Miscellaneous

Daily

- wipe and dry bottles on shelves
- wash and dry Beer panels and drip trays
- Clean and dry sink
- The nozzle on the post mix gun and the sleeve should be dismantled to prevent bacteria growth. The nozzle should be removed, washed and soaked in water overnight and the drip tray emptied and washed.

Weekly

- Wipe and dry Bar top furniture and mirrors
- Wipe and dry shelves thoroughly by removing all items
- Wipe and dry inside fridges

clearing and cleaning tables

Empty or unwanted glasses must be cleared regularly. Cleaning and sanitising the tables will help to fight bacterial contamination and give a sense of overall cleanliness to the area.

Tips...

- *Never clear unfinished drinks before asking the customer or it is obvious that the person has left the table*
- *Replace coasters regularly*
- *Empty and replace used ashtrays regularly*

Furniture

Kept all furniture clean using suitable cleaning products.

To keep surfaces *streak free*, dry with a soft cloth immediately, giving particular attention to tables and counter tops.

Any spillages on furniture should be wiped up immediately.

Broken glass

Swept up broken glass immediately and disposed of in a “glass only” bin. Never place broken glass in a general use bin.

Bar par levels/stock supplies

Par levels refer is the amount of alcohol the bar keeps stocked on a regular basis.

The levels are set according to the demand for particular products.

The par sheet in a bar covers all products that are required on hand in the bar, including wine, spirits, beer, non-alcoholic products (such as cream and orange juice) and dry good (such as straw, napkins and coasters)

Tips...

If the par levels are set too high, you may have stagnant stock

If the par levels are set too low, you may run out of stock if you get busier than normal

Wastage and spillage

Wastage and spillage are costly as well as time consuming to clean up. Try to keep them to a minimum.

Tips prevent wastage and spillage

- Don't over pour tap beer
- Insure you understood correctly the order by repeating it to the customer
- Daily rotate stock
- Use tray and load securely
- Check-up use by date
- Handle bottles carefully to avoid dropping them

Personal notes.....

Bar opening procedures

The opening procedures below are valid for any style of bar. These are the basics of your opening duties; your workplace may ask you to attend to other tasks, so remain flexible.

1. Switch on the glass washer. Check detergent level is full
2. Set up outdoor area or lounge area (if applicable); ashtrays, coasters...
3. Check stock in fridges /bottles level
4. Delivered stock: Check against the order form
5. Out of stock items: find out and make sure they have been ordered
6. Float: collect from safe and **count it** before placing it in the till
7. Check schedule for any event/ specials
8. Check dry goods: straws/ coasters/ napkins...
9. Re-assemble post mix dispenser
10. Ensure that all glass racks have a suitable supply of clean glasses
11. Ice: Collect from ice dispensing machine (if applicable)
12. Set up bar mats and beer trays
13. Prepare garnishes according to the workplace standards

Tips...

- Do not over prepare garnish, think of your shift's expected trade
- Be one step ahead: If you are runny low in any items (spirit, liqueur, juice or cordial) get a backup from the stockroom
- Discard chipped glasses, in separate glass bin not in main garbage

Personal notes.....

Bar closing procedures

As the trade begins to slow down, you can start the bar closing procedures, beware not to pack up too early as you may need to repeat some tasks. It is best to start cleaning items that will not interfere with bar operation, then progress onto other tasks and areas when the bar is closed.

- Pick up all used glasses, wash, dry, put away
- Wipe and dry all washable surfaces with detergent
- Wash used utensils such as service tray, ice scoop, garnish trays, jiggers, pourers, tongs,...
- Wipe and dry spirit bottles and shelves with mild detergent
- Wash all beer trays and leave to air dry
- Remove bar runners
- Take apart blender, clean all parts thoroughly in warm water and detergent. Leave to air dry.
- Unscrew nozzle from post mix machine soak in soda water overnight. wipe over the rest with a damp cloth that has been soaked in warm water and detergent.
- Count the takings and dispose accordingly to work place procedures
- Keep left over of fresh garnish, glad wrap and place in the fridge
- Restock fridges and dry goods (napkins, coasters, straws...)
- Switch off glass washer and check detergent level. Leave door open overnight.
- Count and record all empty stock
- Switch off fridge lights
- Lock up cupboard and fridges
- Cloths: soak cleaning in little bleach overnight
- polishing cloths: hang to air dry or replace if dirty
- Remove bins and replace bin liners
- Sweep and mop floors

Tips...

The key to a thorough job is to leave the bar the way you would like to find it at the start of your shift. Be considerate and have strong work ethics, it will set you apart from the average worker!

Final thought...

The role of the bartender is more than just serving drinks, you are the key to the guests enjoyment so be prepared to perform tasks that will enhance their experience.

Service is regarded as the number 1 priority but, you must juggle 2 other essential aspects of the bar tending

1. Serving customers
2. Keeping the bar Clean
3. Restocking the bar

Glassware

Tap beer glasses

- 140ml: Pony
- 285ml: Middy



- 425ml: Schooner
- 575ml: Pint

Wine glasses

- White wine (usually smaller than red wine glasses)
- Red wine
- Champagne: Flute



Cocktail glasses

- Martini
- Colada or Poco
- Shot



Port glasses

- 60ml (also used for sherry)



Brandy balloons

- Rounded large balloon shaped glass
- Smaller balloon glasses are great for serving liqueurs on ice or crushed ice



Mix drink and soft drinks glasses

- Rock glass (mix drinks such as vodka and lemonade...)
- High ball glass (for long drinks, soft drinks and juices)



Guide to Customer service

As a bar person, your job description doesn't only stop at serving drinks, it involves communicating with the customer.

Below are some important points to pay attention to

- **Acknowledgement** Always acknowledge your customer straight away, if this doesn't happen quickly they be offended. Make sure your eyes always scan the bar area for new comers.
In a busy situation, always try to acknowledge waiting customers with an eye contact, a brief word or even a hand gesture.
- **Courtesy** Always be courteous and friendly, even when you feel stressed and overwhelmed
- **Prompt service** Always work in an efficient manner, mindful of the time it takes to deliver the order.
- **Correct drinks** Your customers will expect you to be knowledgeable and professional.

Use your listening skills to recognise variations from standard drinks. The customer may have a special request.

When in doubt, always double check with courteous manners

How to be better than ordinary?

To be a great bartender you will need to anticipate customer needs by

- Assessing if their drink is finished
- Being aware if they are looking around the bar for service
- Remembering your customers drinks
- Remembering regular customer's names
- Try suggestive selling by offering your customers something they haven't tried before
- Try up selling by offering choices of premium brands instead of just selling the house brand.

Always serve fresh glasses, do not re-use the original

Personal notes.....

Product knowledge

It is essential to be familiar with all products offered in your work place

Alcohol groups

There are 5 groups of alcoholic beverages

- **Beers**
- **Spirits**

- **Liqueurs**
- **Wines**
- **Fortified wines**

Beers

An alcoholic fermented beverage of cereal grains, hops, sugar, yeast and water.

It comes in a variety of style and brands, as well as full strength and light. The alcoholic strength varies, but as a guide the standard beer is 4.7% alcohol per volume, and the lite beer approximately half the strength.

There are two basic types of beer

- **Ales** Australian beers are darker in colour.
Ales are made with "top-fermenting" strains of yeast which means that the yeast ferments at the top of the fermentation tank. Actually, they typically rise to the top of the tank near the end of fermentation. Ale yeasts also tend to produce chemicals called esters that can affect the flavour of the beer, depending on which strain of yeast is used. Note that in rare cases, there are some brewers that use "bottom-fermenting" yeasts to make ales.
- **Lagers** characterised by their straw/gold colour and their crisp, sometime bitter flavour.
Lagers ferment at colder temperatures (7-15°C). Historically, lager beers came from continental European countries like Germany, brewed where cooler temperatures are the norm. The word "lager" comes from the German word "lagern" which means "to store" which refers to the lagering process where the beer typically ferments over longer periods of time than ales. The combination of colder temperatures and bottom-fermenting yeast is responsible for the mild and crisp taste of most lagers.

How to assess beer quality

- Brilliance- how clear the beer is
- Sparkle- The amount of carbon dioxide
- Head- Firm/ creamy head (1-2cm) which lasts and leaves a lacing effect on the glass
- Flavour- taste and cleanliness on the palate

Variations on a standard beer

You may encounter customers who ask for the following types of beers:

- Shandy- 2/3 lemonade, 1/3 beer
- Portergaff- Shandy with stout
- Black and tan (50/50) - Half stout, Half lager
- Lager and lime- Lager with a dash of lime cordial

Temperature and storage

Beer should be stored in a cool room to prolong its life. The ideal cool room temperature is 7C, and the glass temperature should be between 2.5 and 4C.

Beer is available in two forms, bulk and packaged.

Kegs should be left to settle for 24hours before use. The kegs size is usually 50litres.

Beer reticulation

Draught beer is distributed using

- Beer lines- transports beer from the keg to the tap
- Gas system- pushes the beer from the keg through the beer lines
- Refrigeration- an instantaneous cooler which chills the beer to ideal temperature

Pouring a beer

- Hold the glass at 45 degree angle, close to the nozzle
- open the tap quickly to “on” position
- Allow the flow to descend on the inside glass edge
- As the level of beer rises, straighten the glass slowly (Stay close to the tap if the beer is forming a lot of head. Lower down the glass slowly if you need more froth).
- The head on the beer should be 1 to 2 cm

There are 2 school of thoughts:

Some believe that cutting the flow at about half way to allow the bubbles to settle as to create a creamier head.

The others believe filling the glass up in one stage only.

Both methods are claimed to be the best!

Spirits

A fermented (grain, starch, sugar or fruit) alcoholic beverage that has been distilled to concentrate the alcohol and to produce a refined flavour.

They are classified in 3 categories

- **Standard or House spirits:** Term used to describe a spirit you would use regularly. It will be stored in the speed rack or an easy to reach area. They are the cheapest available.
- **Premium spirits:** Term used to describe a spirit that has a smoother flavour. This is because it may be distilled and filtered more than once and usually aged for longer. More expensive to purchase.

- **Deluxe spirits:** Term used to describe a spirit which is more expensive to purchase. It is aged longer than the average and distilled more. You will find them on the top shelf of the bar and are not ordered as often.

Types of spirits

- **Brandy:** Distilled from fermented grapes. They need to be aged for a minimum of 2 years. Their average aging period is 3 to 5 years. The premium brandy in France is called Cognac
- **Gin:** (French for Juniper) Distilled grain spirit, flavoured with botanical extracts, mainly juniper berry.
- **Rum:** Distilled sugar cane by-products such as molasses and cane juice. The distillate, a clear liquid, is then usually aged in oaks and other barrels. Three types are made White rum (least flavour), Gold/Amber rum (aged in oak barrels), Dark rum (aged longer in oak barrels)
- **Vodka:** Distilled from grains, predominantly rye. Flavoured vodka are also available
- **Tequila:** Principally made from Blue Agave, at least 51%, the rest is a mix of sugar cane and corn. Two types are made: White tequila (aged in wax-lined vats), gold tequila (aged in oak barrels)
- **Scotch whisky:** Produced in Scotland, aged a minimum of 3 years. Two types are produced: malt whisky (from barley) and blended whisky (from malt and grain)
- **Bourbon:** Type of American Whiskey, produced in the USA. It must be made from at least 51% corn, and aged in oak barrels for a minimum of 2 years

Garnish

As a rule only white spirits need garnishing with a slice of lemon or lime.

These are Vodka, Gin, Tequila and Rum.

Rum and Tequila can be gold or dark; they need to be treated as a white spirit regarding the garnishing.

Bourbon and Scotch do not require any garnishes.

Liqueurs

This is a flavoured, sweetened spirit. Some liqueurs are made from fruits, nuts, coffee, herbs, flowers...

All liqueurs start from a base spirit to which flavour has been imparted in a variety of ways. Below are some examples:

- **Maceration:** Used mainly for soft fruit such as berries. Flavouring substance is soaked directly in the base spirit, and agitated until it releases its aroma, flavour and colour.
- **Percolation:** Similar process as coffee brewing. The spirit is pumped over the flavouring material again and again until the flavour has been extracted. Used with flavourings such as cocoa beans and vanilla pods.
- **Distillation:** The spirit is distilled with the flavouring substances. Use particularly with seeds such as caraway, anise and dried peels.

Liqueur categories

- **Proprietary:** are made exclusively by specific liqueur houses with secret formulas, some of which have been closely guarded for centuries.
Example: Cointreau; Grand Marnier, Kahlua, Southern Comfort, Galliano
- **Generic:** are made by various producers using fairly standard recipes. Quality brands are typically flavoured with the finest ingredients, essential oils and extracts; less expensive examples often use artificial flavourings. Example: Crème de menthe, Curacao, Triple sec, Amaretto

Personal notes.....

Wines

A ferment of freshly crushed juice.

Grape wine is produced by fermenting crushed grapes using various types of yeast. Yeast consumes the sugars in the grapes and converts them into alcohol. Different varieties of grapes and strains of yeasts produce different types of wine.

Red wine

Made from red grapes and their skin. The grape skins, juice and yeast are put into vat and left to ferment. The yeast and sugar of the grape create alcohol and flavour.

Example of red wine varieties: Pinot Noir, Merlot, Cabernet Sauvignon, Shiraz

White wines

Made from green grapes, no skin. Their juice and yeast are put into fermenting vat for several weeks.

Example of white wine varieties: Chardonnay, Riesling, Pinot Gris, Sauvignon Blanc, Semillon

Sparkling wines and Champagne

Made from red and white grapes. Sparkling wine is a wine with significant levels of carbon dioxide in it making it fizzy. The carbon dioxide may result from natural fermentation, either in a bottle, as with the *méthode champenoise* (from Champagne), in a large tank designed to withstand the pressures involved (as in the Charmat process), or as a result of carbon dioxide injection.

Sparkling wine is usually white or rosé but there are many examples of red sparkling wines such as Italian Brachetto and Australian sparkling Shiraz. The sweetness of sparkling wine can range from very dry "brut" styles to sweeter "doux" varieties.

The classic example of a sparkling wine is Champagne, but this wine is exclusively produced in the Champagne region of France. If sparkling wines are produced in other countries and regions, they cannot be called Champagne.

Fortified wines

A base wine strengthened with grape spirit or brandy.

Many different styles of fortified wine have been developed, including port, Sherry, Madeira, Marsala, and vermouth.

Personal notes.....

Tray Service

You may find situations when you'll need to use a tray to carry beverages to the customers.

Below are some tips to safely carry a tray:

How to load a tray

If you are right handed, you should carry the tray with your left hand (vice versa for the left handed). Your hand should be flat and your fingers should be spread out, the weight of the tray should be carried by your fingertips.

To get a secure load, place:

- Tallest glasses nearest to your body

- Heaviest glasses in the centre
- Smaller, lighter glasses around the edges

How to carry the tray safely

If needed your right hand can assist in balancing the tray. By keeping the tray at waist height and 12 centimetres from your body, you will avoid accidents and injuries.

How to serve from the tray

Customers should always be served from their right side. Start unloading from the edges to the centre.

The tray should always be level and steady when you lean over and place the drink down onto the table. When you remove an object from the tray, adjust your palm slightly to make up for the slight imbalance that this action will cause. Always remove objects in the same manner as you loaded them, to keep the weight evenly distributed.

Announce what each drink is as you put it down to avoid mistakes.

Personal notes.....

Cocktails

A cocktail is an alcoholic mixed drink that contains two or more ingredients — at least one of the ingredients must be a spirit.

Cocktails were originally a mixture of spirits, sugar, water, and bitters.

The word has come to mean almost any mixed drink that contains alcohol. A cocktail today usually contains one or more kinds of spirit and one or more mixers, such as soda or fruit juice. Additional ingredients may be ice, sugar, honey, milk, cream, and various herbs.

Mixology is another term for mixing drinks or bartending and a *Mixologist* is another term for a bartender or bar chef. Mixology is generally accepted as a slang term for a refined and in depth study of the art and craft of mixing.

Types of cocktails

Blended

Shaken

Stirred

Built

Muddled

Garnishes

Garnishes are very important for your mixed drinks. They make your drink look more presentable and they also add more flavour.

Note: Make sure you wash your fruits and vegetables thoroughly with water only.

Main Cocktail Garnishes

There are seven main cocktail garnishes. They are Maraschino cherries, stuffed olives, limes wedges, lime twist, lemons wedges, orange slices and celery stalk. Every bar should have at least these garnishes.

Cherries

Maraschino Cherries are used for many mixed drinks and for non-alcoholic drinks. You can buy them at the store. They come in a jar ready to use. Make sure you refrigerate after opening.

Suggestion to Use: Any time you use grenadine, in some green drinks like Sour Apple Martini and Midori Sour, in some mixed drinks that you use Sweet and Sour Mix and in Manhattans.



Olives

There are many different olives in the market today. Some olives come plain and some come stuffed with pepper or other ingredients. They come in a jar ready to use, choose preserved in brine types. Make sure you refrigerate after opening.

Suggestion for Use: Gin Martinis or Vodka Martinis (Not Fruity Martinis).



Limes/Lemon

Wedges: A wedge is 1/8 of a lime, lemon or orange. In other words, there are 8 wedges in a lime, lemon or orange.

Cut off the ends of the lime. Then cut the lime in half from one end to the other. Finally, cut each half into four equal wedges.

Wheels: Cut off the ends of the lime. Then cut slices from one end to the other. Use your judgement on how thick the slices should be. Finally, make one cut from the centre of the lime wheel to the edge so it can sit on the glass.

Suggestion for Use: Any time you make a drink with lemon-lime soda, tonic water and sometimes soda water, in drinks that contain lime juice like Cosmopolitan, and in some drinks that contain sweet and sour mix like Margaritas.



Lime/Lemon twist

Method: Cut off the ends of the lime/lemon. Then cut the rind from one end to the other making 1/3 inch strips (Make sure that you don't cut into the meat of the fruit). Finally, peel off the strips.

Note: When you are going to use a twist, rub the rim of the glass with the twist and then twist it and drop it over the drink to add a little bit of oil.

Suggestion for Use: Lemon twist is classically for a Martini. Lime twist can be used for strained lime base cocktails.



Oranges

Orange Wedges: Use the same technique as the lime wedges.

Orange Slices: Cut off the ends of the orange. Then cut the orange in half from one end to the other. Cut both halves in half. Finally, cut the orange quarters into wedges.

Orange Spiral: Use a citrus stripper to make your orange spirals. Start at one end of the orange and cut around and down towards the other end making a long spiral peel.

Suggestion for Use: Oranges are used in drinks that contain orange.



Celery

Wash the celery with water only and cut the leaves and the base to make celery sticks.

Suggestion for Use: Celery is used for Bloody Marries



Other Cocktail Garnishes.....

Apple

Apple Slices: Cut an apple in half. Then, cut each half into slices about 1/8 inch thick. Make a diagonal cut to the apple slice so it can be placed in a Martini glass. Cut the apple slices right before serving the drinks.

Suggestion for Use: Apple Martinis



Berries

It could be raspberries, blueberries, blackberries or other berries. Insert a cocktail stick into the berries and place it on top of the drink.



Chocolate

A piece of chocolate or shaved chocolate may be used for garish.

Shaved Chocolate: Buy a block of chocolate and use a cheese grater to shave it.



Coffee Beans

The only time that you are going to need coffee beans is when you are serving Sambuca. Just drop three coffee beans into the Sambuca. The three coffee beans represent: Health, Wealth and Happiness.



Mint Leaves

Wash the mint leaves with water only.

Suggestion for Use: Mint leaves are used in drinks that have mint in them.
Example: Mojitos



Pineapple

Pineapple Wedges: Cut the top and bottom of the pineapple. Then cut the pineapple in half from one end to the other. Cut one half in half from one end to the other. Remove the core section of the pineapple. Finally, cut wedges.

Suggestion for Use: Pineapple is used in many tropical mixed drinks.



Salt/Sugar

Salt/sugar is used to coat the rim of a glass. Moist the rim of a glass with a lime wedge (salt) or dampen the rim of the glass (sugar). Then dip it into the salt/sugar.

Suggestion for Use:

- Salt: Margaritas, Bloody Marries and Salty Dogs.
- Sugar: sweeter drinks, such as daiquiris, flavoured margaritas, tropical cocktails



Strawberries

Wash strawberries with water only. If the strawberries are big, cut them in half. Just push the strawberry onto the rim of the glass.

Suggestion for Use: Mixed drinks that have berries or strawberry liqueur like Strawberry Margaritas and Strawberry Daiquiri.



Personal notes.....

Equipment

Cocktail shaker: used for shaking and mixing cocktails

- Boston
- Cobbler



Hawthorne strainer: used for separating the drink from either ice or crushed fruit additions, etc.



Bar spoon: used for stirring cocktails



Muddling stick: used to extract juice or essential oils from fruit and herbs. ..



Channel knife: used to make twist from citrus rind



Blender: used for blended cocktail

Citrus juicer: used to extract the juice from citrus fruit



Personal notes.....

Cocktail types

Shaken

Shaken cocktails use a shaking motion to combine the ingredients.

Drink components are poured over ice into either a cocktail shaker or a Boston Shaker. The vessel is covered, vigorously shaken (ranging from 5 seconds to 10 seconds, depending on the taste desired), and the resulting mixture is strained into a glass of appropriate size and shape. When preparing cocktails that contain syrups, fruit juices, or dairy (including eggs), shaking is generally preferred over stirring, as the violent action will better combine these ingredients.

Drinks that are meant to be clear should be stirred and not shaken, as this will result in the drink becoming cloudy.

Example

- Cosmopolitan
- Martini (shaken or stirred)
- Caipiroska (muddled and shaken)

Margarita
Whisky sour
Daiquiri (Frozen or shaken)

Recipe

Espresso Martini (shaken)

Ingredients

- 30ml espresso (cold)
- 45ml vodka
- 25ml Kahlua coffee liqueur
- 15ml white creme de cacao

Glass

- Martini glass

Garnish

- 3 coffee beans

Method

- Chill glass
- Fill shaker with 2/3 of ice
- Add all ingredients on the ice
- Shake vigorously
- strain into chilled Martini glass. It should be somewhat frothy.
- Add garnish on the top



Margarita (Shaken)

Ingredients

- 45ml Tequila
- 15ml Cointreau
- 20ml lime juice
- 20ml lemon juice
- Salt
- 1 teaspoon of sugar
(optional)



Glass

- Margarita glass

Garnish

- Slice of lime

Method

- Chill glass
- Add tequila, cointreau, lime and lemon juice, sugar (optional) into a shaker
- Salt rim of glass
- Fill shaker with 2/3 of ice
- Shake well and strain into glass
- Add garnish on the side of the glass

Built

Building a cocktail means pouring the ingredients in order, directly into the glass you will be serving it in, usually over ice.

Example

Long island ice tea
Tequila sunrise
Bloody Mary

Recipe

Long Island ice tea *(Built)*

Ingredients

- 15ml Tequila
-
- 15ml Cointreau or triple sec
- 15ml Vodka
- 15ml White rum
- 15ml Gin
- 10ml lemon juice
- Splash of coke

Glass

- High ball glass

Garnish

- Slice of lime

Method

- Fill glass with ice
- Add in order Vodka, rum, gin, tequila, cointreau
- Add lemon juice and dash of coke
- Add garnish inside the glass



Bloody Mary *(Built)*

Ingredients

- 60ml Vodka
-
- Tomato juice
- Celery salt, pepper
- 6 drops Tabasco
- Worcestershire sauce
- Lime juice
- Salt



Glass

- High-ball glass

Garnish

- Lemon or lime slice
- Celery stick

Method

- Salt rim of the glass
- Fill glass with ice
- Add Vodka
- Add celery, pepper, squeeze of lime, Tabasco, dash Worcestershire sauce
- Top up with Tomato juice
- Add garnish inside or on the side of glass

Stirred

This method is used so no air bubbles or little shards of ice to cloud the clarity of the drink. Place all ingredients in bottom part of cocktail shaker (or mixing glass), fill shaker with ice cubes, about 3/4 full. Stir with a bar spoon. Let the mixture “rest” 30 seconds or so in order to allow the alcohol to chill and the ice to melt slightly, creating dilution, then stir again. Strain into a cocktail glass and add garnish.

Example

- Martini
- Manhattan
- Gimlets

Recipe**Martini**
(Stirred)

Ingredients

- 60ml Gin
- From 1 drop to 30ml of Noilly Prat or any dry vermouth (depending of the sweetness required)

Glass

- Martini glass

Garnish

- Olive or lemon twist

Method

- Chill glass
-
- Place vermouth and gin in glass shaker
- Fill shaker with 2/3 of ice
- Stir well
- Strain into chill glass
- Add garnish inside glass



Dry Manhattan (Stirred)

Ingredients

- 60ml Whisky
- Dash to 15ml of dry Vermouth
- 2 drops of bitters

Glass

- Cocktail glass

Garnish

- Lemon twist
- Maraschino cherry

Method

- Chill glass
- Stir all ingredients in a mixer glass filled with ice cubes



- Strain in glass
- Add garnish inside cocktail

Blended

Blending a cocktail means blending the drink with ice, using a bar blender. It is also called a frozen cocktail.

Example

- Pina colada
- Margarita
- Daiquiri

Recipe

Frozen Lime daiquiri *(Blended)*

Ingredients



- 60ml Rum
- 45ml Lime juice
- 1 teaspoon castor sugar

Glass

- Hurricane glass or cocktail glass

Garnish

- Lime slice or twist

Method

- Add rum, lime juice, sugar and ice in blender's jug
- Pour into glass
- Add garnish on the side of the glass

Muddled

To muddle is to combine ingredients, usually in the bottom of a mixing glass, by pressing them with a muddler before adding the majority of the liquid ingredients. The process of muddling helps release juice and essential oils from the fruit.

Example

- *Caiprioska*
- *Caipirinha*
- *Mojito*

Recipe

Caiprioska *(Muddled and Shaken)*

Ingredients

- 60ml Vodka
- 5 wedges of lime
- 1 teaspoon of castor sugar
-

Glass

- Rock glass

Garnish

- None

Method

- Place the lime wedges in shaker
- Add Vodka and sugar
- Muddle
- Fill shaker with 2/3 of ice
- Shake well and pour into glass

**Mojito**

(Muddled and stirred)

Ingredients

- 60ml White rum
- 5 wedges of lime
- 1 teaspoon of castor sugar
- 10 fresh mint leaves
- Soda water

Glass

- High-ball glass

Garnish

- None

Method

- Place the lime wedges, mint and sugar in glass
- Muddle
- Fill up glass with ice
- Add rum
- Stir



- Top up with soda water