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Front of House
Staff Training III

ROLES

The Front of House team is further broken down into the following roles:

1. Bartender
2. Cocktail maker
3. Host
4. Food server
5. Drink server
6. Runner

The on-duty Team Leader will assign roles to staff, taking into account the notes Debbie/Joe have put on RotaCloud.

Your role may also change throughout the shift depending on how busy we are and how the Team Leader decides to distribute roles. Initially, we will try and rotate roles as much as possible so that you are familiar with as many roles as possible.



BARTENDER/COCKTAIL MAKER

Ordinarily, there will be one bartender on-shift (with a cocktail-maker during busy periods), the lists below are not exhaustive and provide general guidance:

(i) Opening procedures:

- Ensure bar fridges are stocked ready service
- Bring over any surplus stock that may be required from store/walk-in fridges
- Check barrel levels, bring over any additional barrels that you may require
- Ensure there is enough sliced fruit for garnish and ice for service
- Turn on and fill the glass wash
- Collect clean clothes and towels from the restaurant
- Wipe down surfaces
- Ensure the coffee machine is stocked with beans and there are enough lids/cups
- Turn on the Mac and open Orderly (the incoming order screen)
- Turn on stereo system (via Amazon music/Spotify/USB)

(ii) Daily tasks:

- Complete orders in a timely fashion and to a high standard
- Direct the waiting on team where and when to take orders to tables
- Ensure there is a consistent circulation of glasses (direct staff to collect empties)
- Complete general cleaning tasks thought the shift: clean out the freezer, fridges, coffee machine etc.
- Ensure stock is rotated and best before dates are checked
- Do not mark orders as 'served' on the system, the waiting on team will do this
- Complete regular stock-takes and alert Management (via the group chat) of any stock required.

(iii) Closing procedures:

- Ensure the bar is clean and in good condition ready for the next service day
- Wipe down surfaces and fridge doors
- Replenish stock
- Brush and mop the floor
- Empty and wash drip trays
- Empty the bin and replace liner
- Wash ice bucket out
- Clean down the coffee machine
- Remove all rubbish



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HOST

Stationed at the door to interact with prospective customers, seat customers and monitor reservations.

Responsibilities:

- Responsible for seating guests on arrival mark guests as:
 - (a) seated – when you take them to the table
 - (b) finished – when they have left
 - (c) no show – if they do not turn up after 15 minutes (you can now give the table away to any walk-ins you may have)
- You will be given an iPad, open the 'Bookings' app and consult the table plan/booking list for the day
- Your first task will be to complete the reservation cards to place in stands (e.g., table 1 reserved from 1pm - 1:30pm) – all reservations are for 1.5-hour time slots
- Managing the flow of customers throughout your shift, seating walk-in customers and ensuring customers leave on time (at the end of their slot)
- When seating customers give them menus and explain how the system works:
 - (a) You order and pay for drinks and food using our app (they can scan the QR code or search blakemerevillagesocial.com to do this)
 - if they are unable to do this – explain that a member of staff will take their order for them and alert a waiter/waitress to do this
 - (b) Your food/drinks will be delivered to your table when it is completed (this could be at different times)
 - (c) General points: point out where the toilets are located, ask if there are any questions etc.
- Ensure you are up to date with any offers and events
- Remain well-presented and confident with guests
- Approach guests who are confused (both seated and outside the tipi) to assist them or encourage them to come in
- You can also take bookings for a later time/different day on the app by selecting the 'R' in the top right-hand corner of the Bookings screen



FOOD/DRINK SERVER

Ordinarily, there will be one bartender on-shift (with a cocktail-maker during busy periods), the lists below are not exhaustive and provide general guidance:

(1) Food Server:

- Responsible for delivering food from the vendors to customers and clearing/wiping down tables/brushing up after guests leave.
- You will be given an iPad (or one to share), you should monitor incoming orders and ensure they are completed as soon as possible.
- Orders do not need to be completed at the same time (e.g., if pizzas are ready and the fish & chips are not, take the pizzas as soon as they are ready and fish & chips later).
- As you deliver items to tables, make sure you 'set serve' them – make sure this is just for the item(s) you have delivered and NOT the full order as this will then disappear from all staff iPad and screens.
- Ensure you take cutlery and napkins to customers (if required) and ask whether they would like any sauces etc.
- From time to time, you may also be required to take orders from customers who cannot use the app. Take your iPad to the table with a card machine and mark the order as paid when payment received.

(2) Drinks Server:

- Responsible for delivering drinks from the bar to customers, collecting empty glasses and clearing/wiping down tables/brushing up after guests leave
- The bar staff will direct you where and when to deliver drinks to tables.
- You should mark drinks you deliver as 'set served' on your iPad, make sure you only do this for the drinks you deliver so you know where you are up to and DO NOT set the whole order as served as the food will disappear from all staff iPads and screens
- From time to time, you may also be required to take orders from customers who cannot use the app. Take your iPad to the table with a card machine and mark the order as paid when payment is received.



RUNNER

There will be up to 2 runners per shift, your role will be to support the waiting on team, catering assistants (CAs) and bartenders – at the direction of a Team Leader.

Your responsibilities include, but are not limited to:

- Emptying bins (if and when required) and replace lining – dispose of rubbish in skip located behind restaurant
- Removing all rubbish (boxes etc.) from the bar and dispose in relevant skips (recycling /general)
- Ensuring that rubbish is NOT taken through the tipi, take bin bags around the tipi and seating area. If the bag is too heavy to carry, wheel the bin to the skip and empty directly into the bin
- Take empty barrels to behind the restaurant
- Collecting any stock required (from the restaurant/stores/fridges/freezers) when directed by CAs/bartenders
- Completing general cleaning tasks (clear benches around the tipi) and pick up and dispose of any rubbish
- Assisting the waiting on team with clearing/cleaning tables, brushing up mess after tables leave & general cleaning tasks
- Assisting the waiting on team to serve food and drinks where required
- Assist the delivery drivers if/when required
- Ask Team Leaders if any general tasks need to be completed



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