

The background of the entire page is a repeating pattern of various bartending tools and equipment, including shakers, strainers, jiggers, muddlers, and garnishers, all rendered in a light beige line-art style.

C O M M E L L I N I

Ostate

VENUE & EVENT RESTAURANT

Bartending Handbook

Updated April 2024

Nicole Cook

Bartender Handbook

Policy & Procedures:

- No eating food in the bar.
- Stay off your phone behind the bar.
- Keep personal non-alcoholic beverages on the back bar counter next to the window. Using a cup with a lid is preferred. Please bring your own cup or water bottle with a lid.
- Wash hands frequently.
- Have a bucket of sanitizer and a clean towel behind the bar.
 - Sanitizer should be refreshed every 4 hours.
- Keep fruit and vegetables properly stored on ice to appropriate Washington State Department of Health standards.
- Keep language courteous, respectful, and professional.
- Do not disrupt any ceremonies. Be aware of your surroundings and how noise carries in space. If the ceremony is Creekside and the deck doors are open, you may be disruptive to the ceremony below.
- Do not do dishes during toasts or presentations.
- Keep the bare countertop, bar tables, and bar area clean!
- ID anyone who looks 35 years or younger.
 - Acceptable forms of VALID ID:
 - Identification for purchase of alcohol must have an expiration date (except tribal ID), photograph of the bearer, date of birth, & signature (except US Military ID)
 - State Issued Driver's License
 - Temporary IDs CANNOT be accepted without the expired ID along with it.
 - State Issued ID card.
 - Passport (Includes the United States of America Passport Card)
 - Military ID
 - Merchant Marine ID
 - Washington State Tribal Enrollment Card
- Guest must be 21 years or older for consumption or sale of alcohol in Wahington State. Any person(s) showing signs of intoxication is not to be served.
- Over-Service:
 - You are responsible for the well-being of every person consuming alcohol.
 - If you feel a guest is intoxicated, please let the Manager immediately.

- Let a manager cut off a guest. You have spent all night building a relationship with a guest and cutting them off can put you in an uncomfortable position.
- Use your best judgement, if you are unsure, check with a manager. Let the manager evaluate the guest.
- Once a guest has been cut off, they are no longer allowed to consume alcohol on property. That includes other guests purchasing drinks for them.
- No outside alcohol or beverage is allowed on the premises. If you see this happening let the manager know right away.
- Any person(s) under the age of 21 years caught consuming alcohol will their drink “pulled” and given notice of Commellini’s Policies as well as Washington State Liquor Control Board laws and regulations and may be asked to leave per bartender and management’s decision. A written record will also be taken.
- Always file a daily detailed report stating any incidents/ non-incidents. This is an insurance policy. Reporting can be done in a notebook located in the cabinet under the cash drawer.
- Tip Allocation:
 - All tips must be declared. 50% of cash tips from the collection bowl are for the bartender. The remaining 50% will be distributed to the Front of House team. This needs to be recorded in your Event Sales Report at the end of each shift.
- Cash Register
 - The cash register will be monitored by bartenders and management. The sum of the opening and closing register will always be \$250.00.

Denominations	Amount
\$20	\$60
\$10	\$60
\$5	\$60
\$1	\$70

Bar Opening Duties	
	Sanitizer Bucket
	Ice
	Cash Register-Set Till
	Turn on the light inside the wine cooler and the rest of the bar lights
	Set and stock mixers (Orange Juice, Lemon Juice, Lime Juice, Sour Mix, Simple Syrup, Peach Puree, Honey Rosemary Simple Syrup, Pineapple Juice, Grapefruit Juice, Half & Half, Grenadine, flavored Syrups, whipped cream)
	Set fruit (Green olives with olive juice, Maraschino cherries, Orange Slices, Lemon Slices, Lime Slices, have a couple whole oranges, lemons and limes for oil expressions and twists)
	Stock Beer, Wine, and Liquor as needed. Make sure the check the Kegs! The bar should be fully stocked before the start of each event. Make sure you plan on stocking these items based on the use of La Capanna. Be aware of the timeline, where the ceremony is, and whether the Groomsmen are using that space to get ready.
	Run any glassware through the dishwasher, make sure you are polishing the glassware.
	Stock Paper Towels & Soap
	Stock bar straws, napkins, & picks
	Sweep & Mop if needed including the wood floor. Pine-sol is used on the floor behind the bar, Murphy's oil is used on the wood floor. Please shake out the rug too if necessary.
	Have Coffee and tea available behind the bar.
	Make sure the dishwasher is turned on
	Citrus Water on the bar top

Event Details

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Bar Closing Duties	
	Store Mixers in the kegerator, make sure they are dated. Store fruit in the cooler as well if it will be used in the next 2 days, if not, it will need to be thrown away
	Burn ice in ice well
	Run all bar glassware through the dishwasher and polish glasses to put away.
	Break down your coffee station, wash out the coffee pots and put back on the server's station.
	Clean & dry all stainless steel
	Clean bar and dishwasher, make sure to clean out the trap under the dish rack inside the dishwasher. Check on the chemicals for the dishwasher as well, if they are running low, let the manager know
	Clean all counter tops, please use the 409-granite cleaner on the countertops
	Wash all bar mats, ice scoops, shakers, muddlers, spoons, fruit caddy, sugar caddy, strainers, and the sink strainer through the dishwasher
	Clean the floor drain
	Stock Beer, Wine, and Liquor as needed. Set up the next opener for success by having the bar stocked at the end of the night.
	Run hot water down the draft beer drain and wipe it out.
	Wipe out the inside of the well & cap all the pour spouts
	Stock Paper towels & soap
	Stock straws & napkins
	Take out the trash & recycle to the dumpster. Make sure you are breaking down boxes and you replace the garbage bags
	Empty the sanitizer bucket
	Sweep & Mop behind the bar and in the front. Use Pinesol behind the bar and Murphy's Oil on the wood floor.
	Make sure you have settled all your tabs
	Close out the till
	Turn off the lights and the fan
	Make an order list, if you need supplies, ingredients, product, make a note at the bottom of your close out list of any items you may need.
	Help close out the rest of the venue

Order List

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2024 Employee's Roles at Commellini Estate Bartender

Summary & Objective

The bartender position is responsible for providing timely, friendly, accurate, and sage service to the guests at Commellini Estate. You are expected to keep and maintain the cash drawer and all payments coming in and out of the venue during service. You are required to uphold all the state of Washington's Liquor Control Board laws while serving on the premises. You will also be responsible for maintaining the cleanliness of both the front and back of the bar area before and after your shift.

Essential Functions

1. Upon arrival at the Estate, you will need to fully set up and prepare the bar for the event.
 - a. Turn on dishwasher.
 - b. Stock any product needed.
 - c. Citrus water to the bar
 - d. Pull out mixers, cut bar fruit, set up mixing tools.
 - e. Have the manager give you a full rundown of that the bar for that event looks like.
2. Be sure to check IDs of anyone who looks 35 years of age or younger.
3. Maintain accurate pour amounts while pouring drinks, and properly ringing them into the POS.
4. Throughout the event be sure to wash, dry, and put away any dishware that the servers bring you.
5. If you have any lull during service, clean up your area, make sure all tabs are rung in and saved, wipe down shelves, wipe down bottles, help with water service, cocktail.
6. It is your call to oversee the alcohol service at each event. If someone appears intoxicated, let the manager know so the guest can be cut off. Your manager will back you up every single time, so please communicate if a guest is getting too intoxicated.
7. At the end of the night close out all tabs in the bar.
8. Clean the entire front and back of the bar.
 - a. Empty Citrus Water
 - b. Cap all pour spouts.
 - c. Restock all Product and communicate if you are running low on product. **DO NOT WAIT UNTIL SOMETHING IS GONE TO REQUEST MORE.**
 - d. Wash all bar tools.
 - e. Wash dry and put away all glassware.

- f. Keep your workstation clean and tidy. Leave the bar how you would like to come into it. Set yourself and your team up for success. LOOK AHEAD. BEO's are posted in the kitchen. Take some time to look at upcoming events, not just the day's events.
 - g. Clean all bar mats, counters, sinks, bar glassware, windows, bar tables tops and bases, the brass bar along the front of the bar, bar rugs.
 - h. Sweeping and mopping the bar floor including behind the bar.
9. Check with a manager for duties to help the team with closing out or flipping for the next event.

Beer (\$6-\$7):

Coors Light, Alaskan Amber, Brewski Blonde, Brick West Pilsner, No-Li Born & Raised IPA, Peroni, Angry Orchard

Wines (\$8-\$9 per glass, \$32-\$36 per bottle):

Red: Sycamore Lane Cabernet, Sycamore Lane Merlot, Stemmari Pinot Noir, Ruffini Chianti, Maryhill Sangiovese, Maryhill Zinfandel, Gascon Malbec

White: Sycamore Lane Pinot Grigio, Sycamore Lane Chardonnay, St. Michelle Reisling, Stemmari Moscato

Sparkling (\$6 or \$10 per glass/ \$36-\$60 per bottle):

Wycliff Brut Champagne, LaMarca Prosecco

Wells (\$8.00):

New Amsterdam Vodka, New Amsterdam Gin, Bacardi White Rum, Jose Cuervo Gold, Jim Beam

Premium (\$9.00): See list provided by the POS.

Top Shelf (\$10.00): See list provided by the POS.

Commellini Signature Drink Recipes:

Bellini \$11

- 2-4 oz. Fruit Puree
- 3oz. Prosecco
- Served in a champagne flute.

Bacio Do Limone: Kiss of Lemon \$11

- 2 oz. Limoncello
- ½ oz Lemon juice
- ½ oz. Honey Rosemary Simple Syrup
- 2 dashes of bitters
- Shake and strain into a coup glass & garnish with a sprig of Rosemary.

Old Fashioned \$10

- 2 oz Bourbon
- 2 dashes of orange bitters
- ½ oz simple syrup
- Topped with club soda.
- Served in a rocks glass over ice.

Italian Wedding Cake Martini \$11

- 1 ½ oz Whipped vodka
- 1 ½ oz Amaretto or Frangelico
- ½ oz White crème do cacao
- ½ oz. Cranberry juice
- ½ oz Pineapple juice
- Shake and strain into a martini glass.

Rum Punch \$11

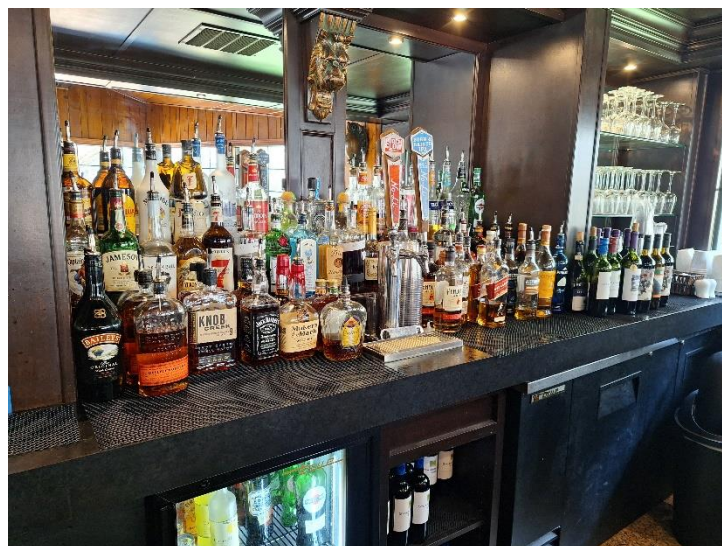
- 1 ½ oz White Rum
- 1 ½ oz Dark Rum
- Orange juice
- Pineapple juice
- Grenadine
- Served in a Collin's glass over ice.

A more complete list of cocktail recipes is provided behind the bar.

Procedures

Opening the Bar:

1. Open the till and put out tip jar. Be sure to verify your bank.
2. Turn on the dishwasher.
3. Create a sanitizer bucket.
4. Clean all countertops and floor if needed.
5. Check your BEO. Make sure the menu displayed is correct along with any signage.
6. Make sure the bar is fully stocked.
 - a. Beer, wine, spirits, mixers, plastic cups, cocktail napkins, straws, bar towels, paper towels, coffee.
7. Turn on the fridge lights.
8. Wash your hands.
9. Fill ice.
10. Cut bar fruit and make citrus water. Please note how we cut our fruit. The lemon slices to the left are how we cut fruit. Don't forget to score your bar fruit!
11. Get all other garnishes ready and make sure to include some of the olive juice with the olives.
12. Remove the rubber our spout caps from the bottles.
13. Take out mixers.



Bar Set Up:

- Always be sure to put a layer of ice under the bar fruit.
- The order of fruit can be rearranged, but the best location for the fruit tray is to the right of the dishwasher.
- Be sure you have your simple syrup, bitters, tabasco sauce, and some bar picks handy. Ideally picks would be by your fruit, and the other items will sit on the ledge above the ice well.
- Your mixers will go in the brown storage tray in the ice well. You will fill your ice well with your mixers inside to ensure your mixers stay cool and iced down. Be sure your juices are dated when they are cleaned and filled!
- Be sure you have all your tools. Shakers, strainer, ice scoop, beer opener, wine key, jiggers, bar spoons, sugar caddy clean and filled.
 - Be sure to keep a box of gloves behind the bar as well.
- Check your beer and wine display. Make sure you read your BEO. Depending on how the client's bar is working, you may want to adjust your display, for example, if a client is only hosting house wine, you may want to remove all the wines that are not being hosted from your display.
- Be sure to use your check list!



Closing The Bar:

1. Close the till. It is best to wait until all guests have left the property before counting the cash, tips, and closing the till. Continue other steps until guests are gone then pause, close the till, and continue where you left off.
2. Clean all glassware. Be sure to polish off the water spots.
3. Put away all mixers. Again, be sure they are dated when they go back in the fridge.
4. Cap your pour spouts.
5. Make sure you dump out your coffee pot if you have coffee behind the bar.
6. Throw away any extra lemons, limes, or oranges if there is not an event the next day. If you are storing the fruit for the next day, be sure to saran wrap very tightly and store in the fridge overnight.
7. Empty Citrus water. Be sure not to leave fruit slices in the sink!
8. Clean all counter tops. Clean countertops, bar mats, the sink strainer in the dump sink, ice scoops, sugar caddy etc.
9. Wipe down bar chairs and tables.
10. Clean out all sinks.
11. Close out the dishwasher. Drain and dry completely. Empty catch tray. Turn off.
12. Move all floor mats and sweep behind the bar and the front of the bar.
13. Mop behind the bar with normal mop supplies. Mop once with mats gone, then put the mats back and mop once over them.
14. Clean the floor drain.
15. Mop in front of the bar with Murphy's wood surface cleaning only. Put the mat back once the floor is dry.
16. Clean table base, footrest, and pole with sanitizer towel.
17. Wipe down the brass bar with brass cleaner.
18. Take out the trash and replace the garbage bags.
 - a. Be sure you take any recycling out as well and boxes must be broken down.
19. Stock the bar with everything that is low.
 - a. Beer, wine, spirits, mixers, plastic cups, cocktail napkins, bar towels, paper towels, and straws
20. Turn off the fridge lights.
21. Empty sanitizer bucket.
22. Windex windows, fridge doors, mirrors, and shadow boxes.
23. Help close out the venue.
24. Be sure you are using your closing check list!! This is where you can write down any items that we will need to reorder/restock. **DO NOT WAIT UNTIL AN ITEM IS OUT TO REQUEST IT! SOME ITEMS TAKE AT LEAST A WEEK TO ARRIVE!**

How to operate the dishwasher:

- Opening
 - Turn on.
 - Fill water to the fill line in the back of the dishwasher. The line is a slight indent in the dishwasher directly in the middle. About a 1 ½ inches of water.
 - Start the first load. The ideal temperature is 120 degrees. Our dishwasher often takes multiple cycles before reaching that temperature. So, the first load will need to be run through a couple of times.
 - After running 3-4 cycles the dishwasher will have less water than before. You will need to continuously check the water level and adding some when needed to keep the water at the fill line.
- Close
 - Make sure all glassware has been brought to the bar before closing the dishwasher. Often it is best to walk around and check the venue, bridal suite, grooms' room, the deck, Creekside, etc.
 - You will need to take out the cup tray and set it to the side.
 - Drain the water out. The drain button will not complete this on its own. You will need multiple towels to dry out the dishwasher. Push the water from the back left corner toward the drain.
 - Once the inside is dry, remove the catch tray and clean that out in a sink or trash can. Be sure to rinse it out before replacing it in the dishwasher.
 - Turn off the dishwasher.

Cleaning Schedule:

Front of Bar:

- Clean Bar top with granite 409 Stone cleaner. Remove all items from the bar to clean under them.
- Clean bar tables with a regular 409 or sanitizer towel.
- Wipe down chair backs, chair seat part, all legs and foot spot with sanitizer towel.
- Wash all windows and shadow boxes with Windex.
- Dust all cracks and crevices and tops of everything.
- Clean wood walls with liquid gold.
- Sweep with a broom and dustpan.
- Take out the mat and sweep it off the outside.
- Mop with Murphy's wood surface cleaner and the squeeze mop.
- Do not put the mat back until the bar mop is dry.

Back of Bar:

- Clean black counter surface with sanitizer towel.
- Clean all stainless steel with a sanitizer towel.
- Clean mirrors with Windex.
- Clean the window with Windex.
- Clean glass countertop and cupboard doors with sanitizer towel.
- Put counter mats into the dishwasher and dry before putting them back.
- Take out the ice catcher and clean with a sanitizer towel and dry before putting it back.
- Clean out all sinks (and ice sink) with water and towels. Dry them completely before leaving.
- Put the soda gun into a sanitizer bucket for 5-10 minutes at the end of every night.
- Clean glass shelves with Windex.
- Remove floor mats. Shake them out each time you move them. Once a year these need to be taken outside and hosed off.
- Sweep with a broom and dustpan.
- Mop with the regular mop bucket and mop. Mop once with no mats in the bar, then place the mats back and mop once over them.
- How to create a sanitation bucket: There is a bucket in the bar specifically for this. It is labeled "Bar Bucket" The first step is to get this bucket. Then add one cap full of bleach into the bucket. And then add half a bucket of warm water. Make sure to have one or two towels in the bucket. Use a ph. test strip to verify you have the correct amount of bleach.
- During event season: continuous cleaning as needed and always doing opening/closing cleaning for every event.
- Once a month: All glassware should be taken down so the glass shelves can be cleaned. All spirits should be taken down so the wood shelf can be cleaned. Dust top of shadow boxes (deep dust everywhere), clean/organize fridges, clean draft beer tray, clean under first row cup mat, wash cup mats,
- Once every 4 months (3 times/yr.) or every 6 months (2 times/yr.): draft lines need to be cleaned out.

Square Guide

You may be required to enter a password/code on occasion. The Code is: 0501 - or press 'X' in the top left corner to skip the code screen. Will need the code if you want to refund an order or if you go to the checkout screen and need to go back to the order screen.

Making an Order for a Customer:

- Be sure to be on the “checkout” screen. If you tab the side menu it will be the very top option. Once on the checkout screen, there are three different screen options, the far-left option is the most convenient.
 1. You will begin by tapping the food/drink items that the customer orders.
 2. If you tap the wrong item, you will swipe left on the incorrect item to delete it from the order.
 3. Once the customer is done telling you what they want to order you will ask them if they want to pay now or open a tab. If they want to pay now, press the charge button. If they want to open a tab, I will continue to explain this in the later section.
 4. After tapping “charge” you will enter a number that matches the table number that you give to the customer.
 5. Then tap “next.”

If paying with cash:

1. Touch the amount of cash that the customer gives you. You may need to tap “custom amount” if the amount of cash they are giving you is not already shown on the screen.
2. The till will automatically open, put the cash the customer handed you into the till.
3. The screen will display the amount of change you owe the customer (if you put the correct amount that they gave you).
4. Give appropriate change.

If paying with a credit card:

1. Swipe the customer's card on the square reader.
2. Make sure the screen advances to the signature page before turning the iPad around. The screen sometimes will say “card not charged” and if this happens the screen will not advance. You will need to swipe the card again.
3. Once the screen advances to the signature screen, stabilize the iPad before turning towards the customer. Then turn the iPad towards the customer and guide the customer where to sign, tip and complete payment.
4. If you attempt to swipe the card 4 or more times and it keeps saying “card not charged”, then you will need to manual charge the credit card. To do this tap “Manual Credit Card Entry”
 - a. Then you will need to type the entire card number, expiration date, ccs-security code, and then you'll need to ask the customer for their zip code.

- b. This method will take a couple extra seconds to load. Verify the transaction goes through (it will advance to the signature page), then turn the iPad around and guide the customer on where to sign, tip and complete payment.

If paying with a gift card:

1. Tap “Manual Gift Card Entry”
2. Type 16-digit gift card number. Commellini Estate currently only provide digital gift cards and therefore this number will come from an email or a printed copy from the customer.
3. Wait for the screen to advance to the signature screen.
4. Turn iPad around towards the customer and guide them how to tip and complete order.
5. A receipt will be printed with their balance on the bottom of the receipt. If there is a leftover balance, the customer will need to keep their 16-digit gift card number, the gift card number will not be on the receipt that prints out the balance. The customer will need both if they want to use their remaining balance and/or if they want to know their remaining balance. Most people show up with a printed piece of paper with their gift card number, it is best to write their balance on there so that they do not have to keep track of two things. Some people will show me their gift card number on a mobile device, this is when you will really want to give the receipt to the customer, so they know their remaining balance.

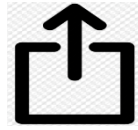
If they want to Open a Tab:

1. Tell the customer that to open a tab we will hang onto the card behind the bar until they are ready to checkout.
2. Tap “save”
3. Tap “New Ticket”
4. Swipe the customers card to save their name to the tab. This will NOT save the card number so you will need to swipe the card later, once they are ready to checkout.
5. Once they are done ordering you will tap “save”
6. To add onto their tab, you will tap “tickets” on the main checkout screen. This will open all the open tabs we have. Ask the customer for their name so we are adding items to the correct tab.
7. Once they are ready to check out, they can still pay with cash, credit card or gift card. Follow directions above on how to checkout depending on what they are paying for.

Please note keeping an Open Tab is much preferred over swiping multiple times due to the credit card processing fees and per swipe fees.

How to print Sales Receipt:

1. Tap “Reports” on the pop out menu on the left side of the screen.
2. In the top right-hand corner, there is a box with an arrow pointing up. Touch this icon.



3. A menu will pop up in the middle of the screen.
4. Tap “Print”
5. Another menu will pop up.
6. Tap “Print”

How to close out Sales Envelope/End of Night Report:

*See example under bar glass for envelope example.

When reporting sales for the sales envelope be sure to publish a proper report. You do not want to include sales outside of your time or from other devices or offsite events. You will need to change the report to say, “This Device Only” and to include only relevant time periods.

Be sure to disclose any onsite event payments or deposits that were not a part of the restaurant night or current event.

1. To find cash sales, look under the payment section where it will say the exact amount of cash received. You will write this amount for the cash sales on the envelope.
2. To find gift card sales, look under the payment section, it will say the exact amount of gift card sales received. You will write this amount for the gift card sales on the envelope. If gift card sales are zero, you do not need to include it on the sales envelope.
3. To find Total Sales for Sales Envelope, you will use the amount for “Net sales” on the Square Report. Do NOT use the Total Sales from the Square Report as this includes Tax, Gratuity, Refunds, Discounts, etc.).
4. To find credit card sales, you will need to take ‘Net Sales’ (total sales on sales envelope) minus ‘Cash Sales’ minus ‘Gift Card Sales.’ The remaining amount is going to be Credit Card sales. If you use the Credit Card Sales from the report it will include credit card tips and credit card tax (which we do not want).
5. To find the Credit Card tip total, look in the “Sales” section, find the line that says “Tips.” Only credit tips will be reported here, so this is the exact amount of Credit Card tips. Write that number on the envelope for Credit Tip Total.
6. To find the Cash Tip total, start with taking all cash out of the tip jar and adding it to the cash in the till. Start with taking out the amount of Cash Sales and put the amount of cash sales into the Sales Envelope. Next, take out the starting cash amount from the remaining cash (usually \$250 and that includes coins.) Once you

have the correct amount of cash sales in the Sales Envelope and the correct amount of cash put back into the till (that we started with), then any remaining cash is cash tips. Count the total cash tips, write the total on the envelope. Divide tips between event staff. (use big bills if possible so that you keep small bills for till next time) (tips less people more money if needed)/ Also record which employees are getting which amount.

7. Before sealing envelopes, make sure the cash sales amount on the payment summary matches the amount of cash in the envelope. Make sure the cash sales amount on the payment summary matches the cash sales amount you wrote on the envelope. Make sure the credit sales amount on the payment summary matches the credit sales amount you wrote on the envelope.
8. Seal envelope with cash sales inside.
9. Staple the sales receipt to the Sales Envelope.
10. Place your sales envelope in the back bag and lock it up in the bottom of the juke box on the right side.

BAR Event SALES

Event Name: Wedding + Reception
 Event Date: 5/3/24
 Hosted Bar Tab Fully Used: (Circle) Yes No N/A
 If no; how much was used w/o tax & gratuity: \$ _____
 How much leftover w/o tax & gratuity: \$ _____

Total Sales: \$ 1,000.00
 Cash Sales: \$ 500.00
 Credit Sales: \$ 500.00
 Cash Tip Total: \$ 100.00

Cash Tip Out: Do not break your till, or tip out in \$1s, \$5, or \$10s if you can help it.
 Make sure to distribute tip amongst staff using the highest bills possible. Tip out between 2-6 ppl

Name <u>BARTENDER</u>	Amt: \$ <u>50.00</u>	} 50%
Name <u>SERVER 1</u>	Amt: \$ <u>20.00</u>	
Name <u>SERVER 2</u>	Amt: \$ <u>20.00</u>	}
Name <u>DBH PIT</u>	Amt: \$ <u>10.00</u>	

Bartender Name: Nicole Cook
 Bartender Signature: [Signature]

Instructions:

Bartender Notes:
C.C: tips :

