



Hospitality and Catering

Bar service and cellar work

Lesson 4

Improve your knowledge and skills of working in a bar learning about all aspects of bar service and cellar work.





Serving people

Never serve drunk people.

Never serve people who are buying
drinks for drunk people.





Serving people

Never serve anyone underage.

Never serve anyone who cannot verify
their age.





Serving people

Never serve people who are buying for
underage people.





Serving people

Bars can be very busy and usually there is no queuing system.

Serving people in order will keep customers happy and prevent confrontation.





Repeating back

Getting the drinks order correct is essential. You can repeat the order back to the customer and even ask them to repeat if you forget.

Never serve unless you are 100% sure of the order.





Getting orders right

- Happy customers
- Less waste
- Less confrontation





Getting orders right

It is not just about remembering the order, you need to ensure you give the correct measures in the correct glasses as well as the correct drink in the correct glass.





Accessibility

Some customers will have disabilities and its your duty to provide accessibility to these people.

- Ramps at doorways
- Large print or braille menus





Accessibility

Hearing aid loops allow deaf people to hear the bar person.

Offer a table service to provide a safer way to order and receive drinks.





Revision Activity 4

**What type of people
should you never serve
alcohol to ?**