



Hospitality and Catering

Prepare and clear bar areas

Lesson 7

Understand the important role of preparing and clearing bar areas in the hospitality and catering industry.





Staff Areas

Customers should not be able to access staff areas.

Areas should be locked with signage.

This prevents accidents and also maintains security.



**restricted entry
authorised
personnel only**



Situations to be aware of

When you are preparing and clearing areas you will face situations which you might not expect.

Knowing that they exist can help your awareness and keep you safe.





Machine breakdown

Regular checking helps you keep all machines in good working order.

Inform your supervisor of problems ASAP.

Ring maintenance people.





Customers walking into staff areas

If customers have drunk too much alcohol they become disorientated.

Keep staff areas locked.

Ensure security signage is clear.

Tell your supervisor of concerns.





Abusive customers

When you are clearing around customers that have had too much alcohol, you can become an easy target.

You must remove yourself from this situation ASAP

Tell your supervisor of any problems.





Lost property

Keep lost property for at least a few days.

Contact the customer if you have their details.

Make sure you have lost property signage displayed.





Communication with staff

- Working in a bar area is a team effort.
Helping and supporting your team is
good practice.
It keeps people safe from harm.





Communication with customers

- When you are preparing and clearing bar areas you will be in contact with customers.
- Good customer service skills should be used at all times.
- Be sociable and friendly in a bar environment.





Does your bar area look clean and safe to the customer?

Take a step back and look at your bar area, think:

- What will the customer see?
- What will the customer think?
- What will they order?





Revision Activity 7

**How do you prevent
customers walking into
staff only areas?**