

Chapter 4 Outline

Beverage Server
Suggestive Selling and Upselling
Preparing for Service
Taking Orders
Serving Drinks
Maintaining Tables
Guest Checks
Clearing Tables
Last Call and Closing

Bartender
Key Control
Standard Drink Recipe Development
Converting Recipes
Standard Portable Bar Setup
Opening Sidework
Wash Bar Glasses
Prepare Beverages
Prepare Orders for Room Service
Clean Bartop and Lounge During Service
Balance Bank, Make Shift Deposit, and Collect Due-Backs
Clean and Secure the Bar and Lounge

Specific Beverage Service Procedures
Coffee
Tea
Beer
Wine and Champagne

Competencies

1. Describe the duties of a beverage server. (pp. 143–155)
2. Explain the role that a bartender plays at a beverage establishment. (pp. 155–166)
3. Identify the rituals and procedures associated with the service of coffee, tea, beer, wine, and champagne. (pp. 166–175)