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## **Bar operations- An Introduction**

### **Introduction:**

A bar is a regarded place selling all kinds of alcoholic beverages to the customers. Bars are found in hotels, resorts, clubs, casinos, and beverage (F&B) departments of the hotel industry. The main function of a bar is to serve alcoholic drinks in appropriate glassware according it is a word derived from public house which is obtained to sell alcoholic beverages. Pubs mainly serve all kinds of beers along with other alcoholic to the customer's preferences. In the field of food and beverage operation, service of alcoholic and non alcoholic beverages plays an important role. Generally, it is perceived that there are many places which are involved in the sale or consumption of alcoholic beverages like serving to the guests for their consumption inside the premises, or like occasions which do not include any commercial trade or shops like liquor stores which permits the consumers to take away the liqueur for consumption at some other place. The term 'bar' con noted as a counter for dispensing goods and services, it is defined as a counter where food and/or beverages are sold and provided.

### **Importance:**

Most customers like their drinks with without ice; some like to add mixes such as tonic water, soda, lemonade, ginger ale, flavoured effervescence drinks, etc.; and some prefer their drink with nothing added, or neat. Complimentary snacks, finalized by the management, are served along with the drinks. Some like to settle down for cocktails and some only for juices and mocktails. To carry out its operations efficiently, the bar must have adequate supply of all kinds of alcoholic drinks, ice, water, mixes, kitchen stock, appropriate glassware, straws, drip mats, etc.; within the reach of the bartenders. Bars act as the service and storage area for all these items mentioned. The other important requirements for bar operations are water supply, electric supply, lighting, and drainage. A bar needs a continuous hot and cold water supply for many applications. Water is required for making ice, washing, and to mix with drinks. The drainage system should ensure that the water drains quickly without any stagnation. It is suggested that the places offering beverages for in-premises consumption are more frequented by consumers and are more or

less associated with the hospitality industry being their primary, secondary or tertiary business activity. It is a fact that the hospitality industry all across the world considers bars as an integral part of the complete guest experience. Some of the types of bar, categorized either according to the kind of alcoholic drinks served. There are food bars as well as beverage bars. Food bars include Oyster bars, Snack bars, Sandwich bars etc. the term 'bar' invariably mean the beverage bars - particularly the ones that serve alcohol.

## **TYPES OF BAR**

A bar is made up of three parts: the front bar, the back-bar and the under-bar. Each section has special functions.

### **The Front Bar :**

The front bar is the customer area, it is the meeting point for the customers and the bartenders where the customer's order for their drinks and are served by the bartenders. The front bar should be functional and have adequate space for pouring the drinks and serving them. The height of the bar is normally 42-48 inches. The width of the bar is 16-18 inches with the surface of water proof and alcohol proof material and should be easy to clean. Most bar surfaces are laminated plastic or made up of high quality granite. It may or may not have armrest running from one end to the other. If provided, around 8-inch space must be added up to the width of the bar and the armrest should be padded for comfort. The waiters pour the drinks along with the mixers, such as soda, water, etc. into the appropriate side. Glass arranged in the glass rail (drip rail) which is recessed for about 3 inches at the bartender. The vertical structure supporting the front bar, known as the 'bar die' is like a wall that separates the customers from the working area. The customer side may be padded, decorated with carving, or left plain. A footrest runs the length of the counter on the customer side from the floor of about 9-12 inches. If sit-down bar is designed, it will have high stools, tall enough to

convert the bar to table and each stool will have the space allocation of 2-foot length of bar. The stools should be very comfortable with proper height with rungs for footrest or the footrest of the front bar should be within the reach. On elegant mahogany bars of the 1800s the footrest was a brass rail, and underneath it every few feet were brass spittoons. The prohibitionists made the brass rail a symbol of the wickedness of drink, along with swinging saloon doors. The elements of the front bar- the surface, die, armrest, footrest and stools are

part of the public perceptions, so their look must be carefully planned in conjunction with the total décor.

### **The Back Bar:**

The back bar has a dual function: as a decorative display area and as a hard-working storage space. It is located at the back of the front counter leaving sufficient space for the bartenders to do their work. The back bar consists of display rack set over the storage cabinets. The back bar holds all kinds of liquor bottles and sparkling assorted glassware in an attractive manner which enhances the appearance of the bar. Often the back bar is lined with mirror at the back which reflects the bottles stored in the rack. It also acts as a merchandising device by displaying the bottles. The mirror adds depth to the room, helps the bartenders to observe the customers discretely, and the customers to view others in the room. Many bars include pictures, posters, tainted glass, plants, antiques, etc. to make the back bar more attractive and

to break the monotony. In most bars, the overhead slotted racks are fitted to store the stem-ware which makes the bar very attractive. The base of the back bar functions as a storage. The base of the back bar functions as a storage space and the part of it may be a refrigerated cabinet. The extra stock, such as drinking straws, napkins, cocktail umbrellas, salvers, jugs, condiments, sugar, etc. are stored. The base of the bar may accommodate special equipment, such as bottle cooler, glass froster, espresso machine, non-alcoholic beverage dispenser, cash

register, etc. The base bar is wider than the display rack. The design of the back-bar must be functional and at the same time very pleasant to look at from the top to the bottom as it is the center of attraction in any bar and is in constant view of the customers. The design must blend with overall decor of the bar. However, it must be visually pleasing from top to bottom, since customers look at it and it must coordinate visually with the décor of the room.

### **The Under Bar:**

This area is usually the last section of the bar to be designed, after the front of the bar has been created. It refers to the area under the front bar of the bartender's side. The under bar should be designed keeping in mind the kind of drinks to be made, equipment required, and mixes needed for the drinks. In other words, work flow must be considered while designing the under bar. It is the main centre for the entire bar operations as the bartenders will be facing the guests while preparing their drinks. The under bar may be divided into many workstations according to the volume of the business and the length of the counter. Each station will have its own supply of fast moving liquor, mixes, ice, glasses, blender, sink, garnishes, etc. within reach. The liquors in each station are grouped into well brands' and 'call brands'. Well brands are house brands that are served to the guest who do not specify a particular brand of liquor. They may just ask for scotch, bourbon, rye, gin, etc. Hotels will be serving the brand that is kept in stock. Call brands are the brands requested by the guest by name. For example, Blue Sapphire Gin, Johnnie Walker, Red Label, etc. If blender is required for most of the drinks then the blender may be provided in each section; otherwise kept separately at the back bar. Most busy bars will have automatic dispensing system for mixes in each station. If draught beer is served, beer dispensing unit must also be provided. Clean glasses should be grouped according to the type and stored in the glass shelves near the station, on the back bar or in the overhead racks, and the prepared glasses for the drinks should be kept ready in the glass rail or near the ice box. Storage area should be provided for

storing reserve stock of spirits, wines, liqueurs, beers, and kitchen supplies. Under bar should have provisions for waste disposal and hand wash. Some restaurants may not have dispense bar attached to it; so, the waiters or sommeliers will be collecting the drinks from the main bar. In that case, one or two sections must be completely devoted to catering to the needs of the restaurant guests. The bartender should have adequate area to collect the BOT (bar/beverage order ticket), prepare the drinks, issue to the concerned waiters/sommeliers, receive empty glasses, empty bottles, prepare the bill, etc. If separate section is not set aside, the restaurant staff will be forced to collect the drinks from the stations moving through the customers' station. This will result in accidents and confusion. All the three parts of the bar- front bar, back bar, and under bar- must be functional keeping the requirements of the guests

and the bar staff in mind. The minimum space from the back of the back bar to the front of the front bar is 8 feet for a comfortable operations

### **The Bar Floor:**

The bar floor should be hard and non-porous e.g. tiles, for the comfort of the feet, but spills and breakages are higher. Bartenders are on their feet for hours. Carpets and woods are not recommended. Rubber and plastic mats used to minimize slippage but must be cleaned regularly. There are ways to improve floor comfort and safety. Slotted plastic panels allow spills to go down between the slats, to minimize hazards of slipping. But these panels must be taken up for cleaning, which is a nuisance. there are

some factors that needs consideration and should be design carefully in each bar types: Lighting design, colour design, sound and acoustic design, heating cooling and ventilation design, material selection, exterior space design and bar layout design. light and shade can render and give characteristic to the space, light also can change the human moods, brightness can make people feel happy and absence of light can cause sadness. Usually there are three major aspects in lighting design: function, human health and aesthetic Light is use for creating and making both light and dark surfaces, they also can visually create texture, materials and colours. Beside of natural light which is necessary for both visual

access and day light artificial light in interior space can make lots of pleasant, desirable and dramatic effects. various colors that emitted and released by light bulbs can change the colors of room illuminated. Designing light is one of the important factors in interior design and should be considered, specially, when there are different artificial light in the interior space. Since late centuries the light and it characteristics was represented in architecture and it has classification from psychology to art.

### **The types of bar are as follows:**

**Pubs:** It is a word derived from public house 'which is acquired to sell alcoholic beverages. Pubs mainly serve all kinds of beers along with other alcoholic drinks. Most pubs were once owned by the breweries to market their products, but today they are operated by other business promoters.

**Lounge Bar:** Lounge Bar Lounge is an area meant for relaxing which is normally located near the reception area. Some establishments have lounge bar which serves all kinds of alcoholic beverages to the guests at the lounge. The drinks may be collected from the main bar and carried on a tray to the lounge and served. If the volume of business is more and there is adequate area in the lounge, a separate bar may be set up to address the needs of the guests. Lounge bar is often seen in airports, clubs, casinos, luxury hotels, ships, etc.

**Wine Bar:** The wine bar sells only wines of all kinds, mainly the most expensive wines. It has a good collection of wide range of wines. The guests are given a free sample of wine for tasting before making purchase decisions. They may buy bottles of wine for consuming later or drink in the wine bar itself. This kind of bar is a comparatively new concept and becoming very popular connoisseurs and affluent people. As the name suggests, such bars serve a wide range of wines by glass/carafe/bottle and wine based mixed drinks. Food served include cheese trays, fruit platters and hors d'oeuvre specialties. Wine list consists of a wide variety of wines ranging from inexpensive house wines to quality wines at dizzy

prices for accommodating different tastes and budgets. Wine bars are declining as serving only wine limits the clientele to wine-lovers only. Also, purchasing appropriate wines requires expertise and large investment. Hence, such bars feature a limited range of beer and spirits to maintain a broad appeal and realizing good profit margin. In stark reality, now-a-days these are simply bars that have a wine oriented ambience and often broaden their offerings by serving meals. Wine bars may also be successfully combined with a smart casual restaurant.

**Tequila bar:** As the name suggests, such bars stock and serve only/predominantly different styles and brands of tequila and tequila based mixed drinks.

**Bloody Mary bar:** .As the name suggests such bars serve various styles and variations of the famous mixed-drink (cocktail) Bloody Mary - a mix of Vodka & tomato juice. It also stocks all the items and Ingredients going into its making.

**Cocktail Bar:** The cocktail bar serves all kinds of cocktails along with other alcoholic drinks. It may be found in airports, casinos, hotels, ships.etc. Cocktail bars are full-service bars serving an entire range of alcoholic and non-alcoholic beverages but specializing in wide range of cocktails and mixed drinks - both classical and innovative. Here, the focus is on the cocktail range featured on the menu and the skills & proficiency of the bartender. Cocktail bars are upmarket beverage outlets, commonly found in luxury hotels and are luxuriously furnished and lavishly equipped. It carries a complete range of liquors, garnish, glassware and equipment in order to prepare and serve different cocktails and other drinks. Such bars can be thematic and sometimes open only in the evenings offering professional and elegant tray and bar service. Being a high class and refined bar, standing crowds and congested layouts are unlikely.

**Sunken Bars:** As the name suggests, these bars are sunk (immersed) and surrounded by water on all sides i.e. it is built in the middle of a swimming pool. These bars are usually



found in resort hotels where guests spend a lot of time in and around the pool. Here, guests swim to the bar to collect the drinks and consume it seating at Immersed bar stools or on air floats.

**Beer Bars:** As the name suggests, these bars stock and serve only/predominantly beer and beer based mixed drinks. They generally carry and sell a variety of different styles and brands of beer like stout, porter, ales, pilsners, draught etc by glass/pitcher/pint/cane/bottle. Many a times, such bars are owned/franchised by brewery companies as part of their vertical marketing integration strategy.

**Special Function Bar:** As the name suggests these bars are used for beverage sales and service at functions like banquets, meetings, receptions, conferences or conventions. It can also be used In recreational areas like golf course and tennis courts, open gardens & pools side or anywhere else in the hotel. It is of two basic types:

- a) Portable bars: It takes the form of mobile trolleys (on castors/wheels) built to specifications. These mobile trolleys are parked in a suitable area when not in use.
- b) Crash bars: These are a make-shift arrangement of trestle tables (horizontal tables held by two pairs of collapsible legs that save space when stored) nested together and dressed up to create a low and open bar counter. Crash bars are more versatile as they can be arranged into any shape or size required and can also be made to harmonize with the decor and ambience of the function. After the function is over, these tables are dismantled and stacked away.

**Minibars:** They are also called as in-house bars or honour bars. It is a relatively new concept and consists of a refrigerated cabinet placed in a guest room along with the menu cum rate-list, for consumption by room-guest. Thus, these bars are means of visual merchandising to boost beverage sales. By this option, the guest can enjoy the drink in the privacy of the room. Generally, miniature single serve bottles of liquor, pints of beer and cans of soft drinks are stocked in such bars due to space constraints. However, the exact contents are a matter of hotel policy. Assorted snacks like nuts, crisps etc are also kept to

make the experience more complete. The guest's' account is charged based on consumption - manually or electronically. Billing and Refilling is usually done once a day for a stay-over guest and on check-out for a departing guest. Minibar (refilling, charging and inventory) responsibility lies with a separate F & B team or is appended to the Room Service Department and work 24 hours.

**Banquet Bar:** This is a temporary bar set-up in banquet suites to serve alcoholic drinks during a specific function. The type and quantity of drinks to be served are generally predetermined at the time of booking the function. The drinks may be either bought by those who wish to drink or paid by the host for all the drinks consumed by his / her guests during the function. The banquet bar collects the required stock either from the main bar or from the cellar. Sometimes, guests would bring their own bottles of liquor in which case corkage charges will be levied.

**Dispense Bar:** It is the bar attached to a restaurant, serving alcoholic drinks to the guests in the restaurant during their meal time. The stock may be either collected from the main bar or from the cellar. The dispense bar has a minimum stock of drinks that may be suitable for aperitif, to accompany the dishes offered, and as digestives.

**Bar staffing:**

The number and type (positions) of beverage service staff needed varies from one establishment to another. Also, the duties and responsibilities (tasks) of these positions depend on the size and organization of the operation. At one end of the spectrum is a small owner-operated bar, where a Single individual - the owner handles almost all the functions and at the other end is the beverage service of a large hotel/restaurant chain where beverage managers and other positions are found. The organization charts of two different beverage service operations and duties and responsibilities of various positions involved are as follows:

**Beverage manager:**

A beverage manager is responsible for beverage service in the entire hotel or large restaurant operation. He or she generally reports to the food and beverage director (in hotels) or to the general manager (in large restaurants). In small operations, the beverage manager's tasks might be performed by a head bartender. When functioning as a department head, the beverage manager is involved in selecting, orienting, training supervising, scheduling, and evaluating staff members. Sometimes, the beverage manager plan beverage service in the banquets and functions. His duties involve day-to-day management activities like purchasing supplies and equipments, controlling inventory, standardizing recipes, and designing and constantly improving income control systems. In conjunction with the food and beverage controller or food and beverage director, the beverage manager determines standard beverage costs, develops departmental operating budget and supervises and controls the production and service of beverages. He is also responsible for maintaining quality standards and required profit margins.

**Assistant Beverage Manager/head Bartender:**

Head bartenders generally perform similar duties to other bartenders; however, their jobs differ because the head bartender is in charge of the overall bar area and reports to the bar manager or bar owner. Bartenders generally make minimum wage or slightly higher than minimum wage, plus tips. However, the head bartender may make slightly higher because of her duties, which include some clerical work and some management experience. Head bartenders are usually in charge of the main bar area in a restaurant or establishment that serves alcohol. They are most commonly found in large establishments that employ several bartenders. Head bartenders report to the manager or the owner, yet are in charge of overseeing the other bartenders performance and schedules. Head bartenders also must be able to perform the same functions as the other bartenders. He/she is responsible for the overall function of the bar and his/her duties include the supervising bartenders, scheduling rota and day off for bar staff,

receiving stock from the cellar against the requisition, maintaining par stock level (certain level of inventory) in the bar, training bar staff in making cocktails, preparing glasses for drinks, garnishing drinks, service procedures, recording orders, and so on, issuing stock to dispense bar against requisition and empty bottles, taking closing and opening stock, maintaining empty bottle record, assisting the bar manager in his daily duties and relieving him during his day off and holidays.

### **Bartenders/ Bar captain:**

A bartender also known as a barkeep, barman, barmaid, or a mixologist is a person who formulates and serves alcoholic beverages behind the bar, usually in a licensed establishment. Bartenders also usually maintain the supplies and inventory for the bar. In America, where tipping is a local custom, bartenders depend on tips for most of their income. Bartenders are also usually responsible for confirming that customers meet the legal drinking age requirements before serving them alcoholic beverages. They are responsible for the mixing and serving drinks to guests seated at the counter, pouring required measures against BOT for bar waiters to serve guests at the table, washing glassware and bar tools, recording sales, receiving cash from guests or getting bills signed by residential guests taking note of their room number, establishing good relationship with customers, helping drunken guests, keeping his counter clean, taking opening and closing stock. The bartender is the central figure in any beverage service operation. He is an amalgam of salesperson, entertainer, mixologist and psychologist. The bartender's primary function is to mix and serve drinks for patrons seated at the bar and/or pour drinks for table customers served by servers. Thus, he must know of all the drinks the house serves and the techniques of mixing them. Other responsibilities include recording each drink sale, washing glassware and utensils, maintaining a clean and orderly bar, stocking the bar before opening, and closing the bar. In many operations, the bartender also acts as a cashier. He is a host and a promoter whose combination of skill and style build public relations goodwill and good business. He may invent new drinks or think of new ways to market traditional ones. The bartender is a person with patience, good attitude and adaptability. His wit, wisdom and approachability make him or her centre of

conversation and the advisor of drink concoctions. He should have a pleasing personality, pleasant appearance and should be honest. In a speed bar, the bartender's ability to work quickly and under pressure is essential.

### **The Wine steward or Sommelier:**

Wine Steward also called as wine master, cellar master or wine waiter is an employee who takes orders and serves wines in fine restaurants. He presents the wine list to the guests, makes recommendations, discusses wines, and takes care of serving the wines, thus making the experience pleasurable.

Wine stewards who are true connoisseurs of wines and wine service are called sommelier. They are usually found in upscale restaurants featuring expensive wines, extensive wine lists, and cellars containing thousands of bottles. A tasting cup called tastevin always hanging from the neck, a cellar key, and sometimes a leather apron are symbols of the sommelier.

### **A well-qualified wine steward helps in:**

- ❖ Creating a wine list that fits the atmosphere and menu.
- ❖ Dealing with suppliers and importers and doing the wine ordering.
- ❖ Negotiating an exclusive deal with manufactures to carry certain wines that no one else has in the market.
- ❖ Controlling and keeping inventory of the cellar or wine storage area,
- ❖ Making purchasing decisions to maximize profits
- ❖ Train the servers and other staff members about wine appreciation.
- ❖ Orchestrating and helping publicize tastings, wine dinners, seminars and other wine-related events for the business.

### **Bar waiter/servers:**

The person who helps in serving the drinks to the guest on the appropriate table called the bar waiter. Their responsibilities are keeping the mise-en-place ready for beverage service at the table, recording beverage order on BOT and collecting

them from the bar, serving guests alcoholic drinks at the tables in bar, restaurants, or lounge, clearing glasses and leaving them for wash, collecting payment from the chance guest or getting the bill signed by residential guest, keeping tables clean, referring any complaints to head bartender.

**Beverage servers:**

Servers are a group of waiters/waitresses handling beverage service at tables in various types of bars/dining room. Their duties and responsibilities include recording customers' drink orders; transmitting them to the bartender; picking up the drinks; serving the customers in an efficient and friendly manner, presenting the checks; collecting payments; returning empty glasses to the bar thus helping to keep the service areas clean; and performing a number of opening and closing tasks. Sometimes, they help bartenders in preparing drinks by putting ice in glasses and adding garnishes. They may also ring up their own checks in the cash register and carry out quick, accurate and honest check routines ;It specific intervals. Ideal servers should possess a pleasant personality, a neat and attractive appearance, good communication Skills, poise, mind for detail, alert and observant, and good basic knowledge about drinks and liquor, They should not only know to identify underage guests and refuse them service but also monitor alcohol consumption and "cut off" guests who are in danger of becoming intoxicated. They should also be good salespeople and should know the art of suggestive selling techniques. In some restaurants, servers serve both food and drinks including wine and thus they should be able to open wine bottles and carry out rituals of wine service.

# ORGANIZATIONAL CHART OF A BAR



## Large under-bar and back-bar equipments

**1. Equipments for mixing drinks:** The main equipment for mixing drinks is the Pouring Station. It is known by various names like cocktail station, cocktail unit, beverage center or jockey box. It is outfitted with the following equipments:

- i. **Ice chest (ice bin):** Considered as centerpiece of any pouring station, it is usually 30 inches long with sliding or removable doors. Sometimes, it comes with a divider; enabling two types of ice to be stored i.e. cube ice and crushed ice.
- ii. **Bottle Rails or Speed Rails:** The front of the station consists of a 3.5 feet bottle rail (speed rail) with a shorter hang-on rail on the front. Sometimes, there is a double rail on the hand sink as well. Speed rail contains the most frequently used (poured) liquors.

Usually, well brands (brands the house pours when a drink is ordered by type rather than by name) and popular call brands (brands customers ask for by name) are setup within easy reach in the speed rails. Additional call brand liquors are displayed on the back-bar.

- iii. **Mixer and Blender:** Mixer and Blender are located on a recessed shelf on the right-hand side of the cocktail unit. The shake mixer (spindle blender) has a shaft coming down from the top that agitates the contents of its cup. It is a mechanical substitute for a hand shaker. Blender takes the mixing process one step further. It can grind, puree and refine ingredients and is used in making drinks like Banana Daiquiri or Frozen Margarita. Today's bars have both the mixer and the blender. Bars making a specialty frozen drink may have a frozen drink dispenser. It soft- freezes a large quantity of a premixed drink to slush. To serve an individual portion of drink, the glass is holded under the tap and the lever moved. At the end of the day, drain off what is left and store it in a refrigerator.
- iv. **Condiment cups or Bottle wells:** Condiment cups are used to hold garnishes and are located in double rows on the left of the ice chest, to keep them chilled. Sometimes, bottle wells replace these condiment cups and keep juices and prepared mixes cold.
  - Handgun for dispensing soft-drink mixes:
  - Automated liquor pouring system:
  - Dump sink, glass shelf and a towel rack

## **2. Equipments for washing and waste disposal:** It includes the following items.

- i. **A three or four-compartment sink with drain boards:** It is usually a single piece of equipment placed near a bartender station or between two stations. One compartment is for washing, one for rinsing, and one for sanitizing (killing bacteria with a chemical solution). In a four compartment sink, the fourth compartment is usually used as a waste dump (by placing netting in the bottom) to catch the debris.



- ii. **Hand sink with towel rack (attached to blender station):** Usually, the hand sink utilized for washing hands is a separate one but more often the fourth sink in a four compartment sink act as a hand sink.
  - iii. **Special glass-washing brushes:** Glass brushes stand up in soapy water of the wash sink. In automatic models, the bartender places a glass over the center brush and presses a button to make the bristles spin. With hand models the bartender twists the glass around and between the brushes to clean the inside and rim. Then, the glass goes into the rinse sink, then the sanitizing solution, and finally onto the drain board, upside down to air-dry.
  - iv. **Waste dump:** Each pickup station has a waste dump on the server's side of the bar. Cocktail servers returning with dirty glasses dump the debris here. Behind the bar are removable trashcans.
  - v. **Bottle chute:** Empty liquor bottles are accumulated at the bar to return m to the storeroom to exchange it for full bottles. In a bar with a storeroom below it, a bottle chute can convey these empties directly to the storeroom. Also, a bottle chute conveys empty beer and soda bottles to the basement below the bar for disposal.
3. Other large equipments: It includes the following items.
- ❖ **Glass Froster:** Usually, a glass froster is used to chill glasses for straight-up cocktails, frozen drinks and ice cream drinks. It is a top-opening freezer that chills glasses at O·F temperature. Always dry glasses and mugs should be placed in the froster, otherwise a thin coat of ice will form on the glass and the glass may stick to the lip of the drinker. Alternatively, a refrigerator will frost a wet glass without making ice. Other alternative is to ice the glass by hand with ice cubes just before the drink is poured.
  - ❖ **Automatic Glass-Washer:** For better cleanliness, stricter sanitation laws and labor savings, automatic glass-washers are used now-a-days. It is an alternative to washing glasses by hand. An under-bar or back-bar rotary glass-washer easily

washes up to 500 glasses per hour, giving bartenders more time to prepare drinks. It washes and rinses glasses with tap water, provides a final high temperature rinse (120·F to 160· F) with good chemicals to sanitize them and blow dries them without water-spots. There are other models of rotary glass-washer available too. Some have a variety of "cycles" for different types of glassware and still some others provide a final rinse of cold-water, which means glasses can be used immediately after washing. Conveyor type washers, capable of washing up to 2000 glasses per hour are available for use in high-volume operations. Also, it is impractical to vent steam to and from glass-washers in a bar area (for blow-drying glasses) and hence machines having sanitizing system using chlorine and other chemicals are favored. P.S: Kitchen dish washing machine should never be used to wash glasses as they have to be carried back and forth, are likely to get broken, and leave grease marks.

- ❖ **Frozen Drink Dispenser:** Bars making a specialty frozen drink may have a frozen drink dispenser. It soft-freezes a large quantity of a premixed drink (like a margarita or dalquiri) to a slush. To serve an individual portion of drink, the glass is holded under the tap and the lever moved. At the end of the day, whatever is left is drained off and stored in a refrigerator. All frozen drink dispensers pump a percentage of air called as overrun into the liquid mix, increasing its volume and giving soft-frozen consistency.
- ❖ **Draught beer dispenser:**
- ❖ **Dry (unrefrigerated) Storage Cabinets:** This storage forms tile major part of the back-bar. The day's reserve supplies of liquor - all the unopened bottles as back- ups are stored here with locks. Also in dry storage cabinets are stored red house wines for pouring by glass or carafe, reserve supply of napkins, bar towels, matches, picks, straws, stir-sticks, and other non-food, non-beverage items.
- ❖ **Refrigerators:** Under counter and back-bar refrigerators, which look just like dry storage cabinets from outside, hold supplies of special mixes and juices, bottled beer, bottled mixes if used, white wines, fruits and condiments for garnishing,

cream, eggs and other perishables at 40' Fahrenheit. They may also be used to chill glasses. It is important not to overload the cabinet, since proper airflow is key to chilling the contents properly.

- ❖ **Ice (making) Machines:** Every cocktail bar operation has an ice-maker, as it cannot operate at all without ice. It is at underbar or backbar in case of a large bar and elsewhere if it is a small bar
- ❖ **Cash Registers:** From its slow, noisy, hand-operated first version machine with a pot-belly and a bell (called as "**Ritty's incorruptible cashier**") to today's slim, quiet and lightening fast computerized register (known as ECRs or Electronic Cash registers), it has been a rock of Gibraltar at the bar. Cash registers are core of a system of controls by which management ensures that its liquor is sold to the customer With little or no "evaporation" en route. It generally records each bar-sale no matter how or where payment is made. Thus, it keeps records of the drinks poured, their sales value and hence the records of stock in hand, the costs etc, as It should be The sales record is checked against money received at the end of every period, to verify that one equals the other.

**Small bar tools and equipments:** All small bar tools and equipments are usually made of stainless steel as it looks good, is long-lasting, durable and can be cleaned easily. Small bar tools and equipments are used for mixing and pouring, preparing condiments to garnish drinks, and for serving.

The indispensable tools for mixing and pouring by hand include:

- ❖ **Jiggers:** A jigger is a measure of ounces or fractions of ounces. It is used to measure liquors for cocktails, highballs and other mixed drinks.
- ❖ There are two types of jigger
- ❖ **Mixing glass:** It is a heavy glass container having a capacity of 16 to 17 ounces, in which drink ingredients are stirred together with ice. It is used to make Martinis and Manhattans and other drinks whose ingredients blend together readily. It is rinsed

after each use. Mixing glasses should be heat-treated and chip-proof,

- ❖ **Hand shaker:** It is a combination of a mixing glass and a stainless-steel container that fits on top, on an angle so that one edge is flush with the side of the glass. It is also called as Boston's Shaker. Usually, it has its own strainer. The stainless- steel container is known by varied names like mixing cup, mixing steel, mix can etc. It is used for shaking drink ingredients with ice and is used in making of cocktails with fruit juices, egg, sugar, cream, or any other ingredient that does not mix readily with spirits. It is rinsed after each use.
- ❖ **Shake mixer:** it is an automatic alternative of a hand shaker and is faster and more efficient. it can even make ice-cream drinks, which the hand shakers can't do. , The mixing container of the shake mixer is also called a mixing cup, steel, or can.
- ❖ **Bar strainer:** It is a round wire spring on a handle. It comes with ears that fit over the rim of a shaker or mixing glass and keeps ice and fruit pulp from going into the glass when the drink is poured. The most famous one is the Hawthorn Strainer.
- ❖ **Bar spoon:** It is a stainless steel shallow spoon with a long handle and a bead on the end. It is 10 to 11 inches long. The bowl equals a teaspoon. Bar-spoons are used for stirring drinks in a drink glass or mixing glass or cup.
- ❖ **Ice scoop:** It is an implement for scooping ice from the ice bin. It has a capacity of 6 to 8 ounces. It makes easy to get the right amount of ice with one swoop of the scoop. Glasses should not be used for scooping ice.
- ❖ **Ice tongs:** They are designed to handle one cube of ice at a time. They serve an important function of hygiene, as hands should never touch the ice that goes into a drink.
- ❖ **Muddler: or muddling stick:** It is a wooden tool that looks like a little baseball bat. One end is flat for crushing one substance into another. For instance: sugar crushed into bitters in an Old-Fashioned. The other end is rounded and can be used to crack ice.

- ❖ **Funnels:** They are needed in several sizes for pouring from large containers into small ones. For instance: transferring special mixes from bulk containers into plastic bottles for bar use. Some funnels have a screen at the wide end to strain out pips and pulp.
- ❖ **Fruit Squeezer:** A bar-type fruit squeezer is a hand-size gadget that squeezes half a lemon or lime for a single drink, straining out pits and pulp.
- ❖ **Glass Rimmer:** It is a gadget used to rim a glass with salt or sugar; it is made up of three trays. One contains a sponge that is saturated with lemon or lime Juice, the second contains a layer of salt, and the third a layer of sugar. The glass rim is pressed on the sponge, and then dipped in salt (for a Margarita or a Salty Dog) or sugar (for a Side Car).

#### **Small bar tools and equipments for garnishing:**

Fruits and other foods used to garnish a drink go in a multi-compartment condiment tray, which is mounted on some part of the under bar at the pouring station. It should not be directly above the ice bin, as it can become a health hazard because of the likelihood of dropping foods into the ice. Another way to keep garnishes is in a plastic tray on the bar top. This tray can be moved conveniently and cleaned easily. If the servers garnish the drinks themselves, the garnishes must be on the bar top at the pickup station. Cocktail Accessory Organizer containing cocktail sticks (picks), straws, stir sticks, sip sticks, cocktail napkins etc is kept near the condiment tray at each pouring station. Cocktail sticks are either colored plastic kind, sword-shaped or round wooden toothpicks used to spear the edible garnish. Straws are useful for sipping mixed drinks and are sometimes used as stirrers. They are available in two lengths: 5-inch length for drinks in the stemmed or rocks glasses and 8-inch length for highball and Collins-size drinks. Stir sticks are used for stirring and preferably used in highballs. These are custom made as souvenirs for patrons to take home. Sip sticks are between straws and stir sticks i.e. they are hollow but firmer than a straw and smaller in diameter. It is sometimes used for coffee drinks. Cocktail

napkins are neatly stacked with the folded edge towards the bartender or server for easy pickup at each station.

The tools for preparing condiments are as follows:

- ❖ **Cutting Board:** It is a small board having surface that will not dull the knife. Rubber or plastic is the material to prefer. Wood is the best surface to work on. But it is a health hazard.
- ❖ **Bar knife:** It is any small to medium-size stainless steel knife such as a Paring or utility knife. The blade should be kept sharp, as it is safer than a blunt knife and the handles should be made of heavy-duty rubber or plastic for sanitary reasons. Carbon steel should not be used as it discolors and passes on the color to the fruit being cut.
- ❖ **Relish fork:** It is a long (10-inch), thin, two-tined stainless-steel fork designed for reaching into narrow-necked bottles for onions and olives. Usually, it has a spring device that helps to secure the olive or onion firmly.
- ❖ **Zester, router and stripper:** Zester or router is special cutting tools which peel away the yellow part of the lemon skin without including the white under skin. A stripper is similar but cuts a broader, shallower swath.

### **Small tools and equipments used in serving**

They are as follows:

- ❖ **Bottle and can openers:** Bottle or can openers should be made of stainless steel, as it is rust-free and easily cleaned.
- ❖ **Corkscrews:** There are many different kinds of corkscrews available to extract corks from wine bottles. The screw or worm should be  $\frac{1}{2}$  inches long and about  $\frac{3}{8}$  inch in diameter with a hollow core in the middle. A solid core chews up the cork. There should be enough spirals to extract the cork smoothly. Edges should be rounded, not sharp. It should be made of stainless steel.
- ❖ **For instance:** The waiter's corkscrew is designed for opening wines tableside. It

includes the corkscrew itself, 'a small knife for cutting the seal of the bottle and a lever for easing out the cork. It folds like jack-knife. The butterfly corkscrew is efficient. It is fine at the bar but too bulky for the table server's pocket. There are many more types available.

- ❖ **Beverage trays:** Round beverage trays usually of 14-inch and 16-inch are used in bar operations. They should have a cork surface to keep the glasses from slipping.

**BOT (Bar Order Ticket):** BOT is a form, used by the senior captain or waiter to take the order of beverages from the guest. Like KOT it is also usually made up of three copies in different colors for identification purpose, which helps to control and manage.

**Reference:**

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|-------------------------------|--------------------------------|
| *Food and Beverage Management | Barnard devis                  |
| *Food and Beverage Service    | John cousins, Dennis Lillicrap |
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