

## **Course Name- Food & Beverage Management-1**

### **Course Code- BHMN-311**

#### **Organization Structure of Bar**

##### **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 taster 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 manufacturers 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.

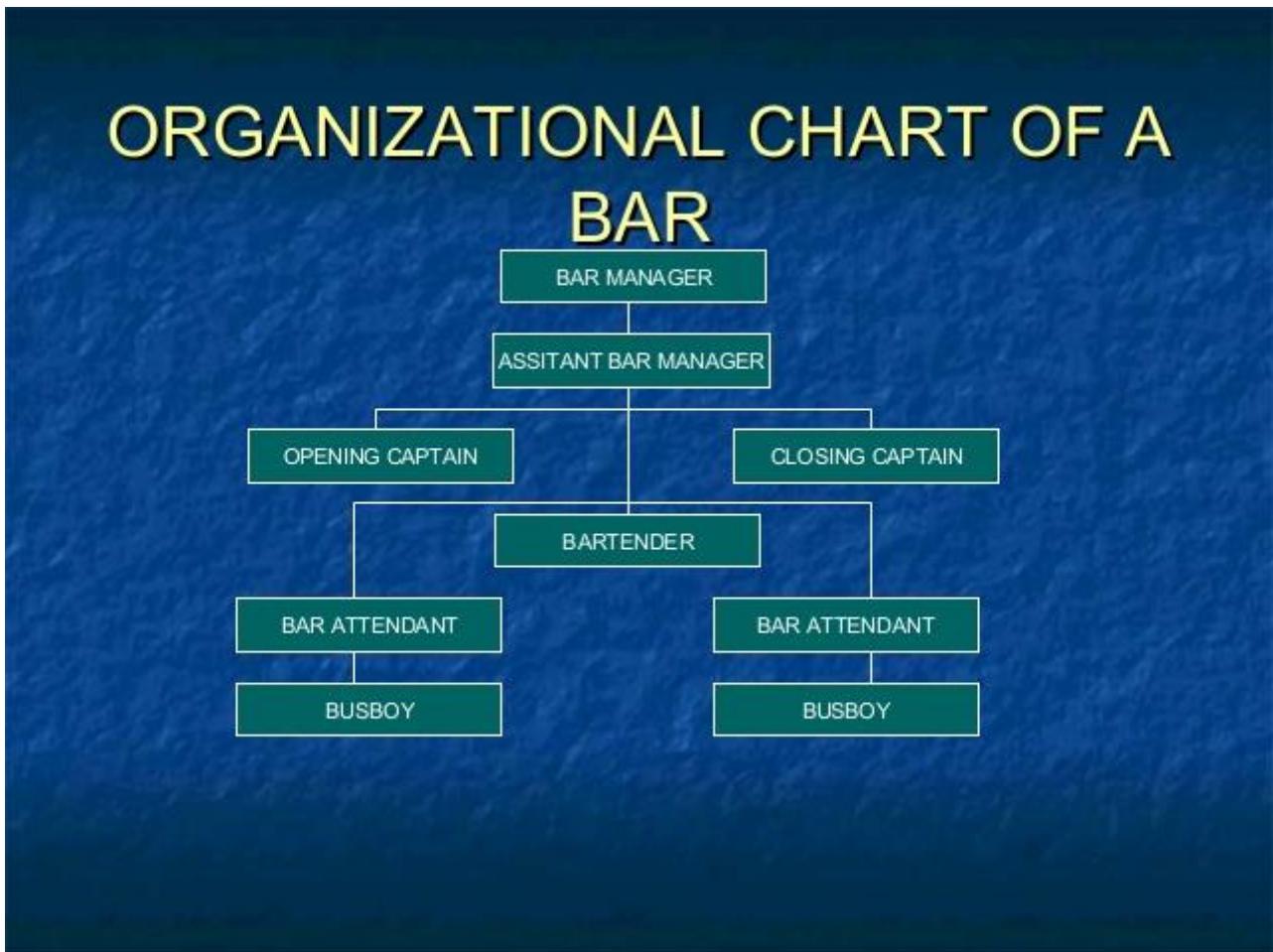
#### **BAR WAITER/SERVERS**

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.



**Reference:**

1.	Food & beverage service	R. Singaravelavan
2.	Food & beverage service	Vijay dhawan

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