

**EXECUTIVE LOUNGE  
Service Procedures**

1. All guest must be greeted and seated, upon arrival by hostess at the door
2. All orders to be taken by presenting the drink list
3. All guest to have cocktail napkins and bar coasters before drinks are being served
4. Service of salty snacks to be placed on table together with the drinks
5. Lighting of cigarettes and cleaning of ashtrays to be done at all times
6. All drinks or bills are to be made without presenting captain order
7. Snacks orders to be picked up from kitchen using bill and captain order
8. Service of food and drink to be done with the use of silver trays
9. Drink service of be done to set standards. E.g.: clean glass, liquor jug, mixer jug and stirrer to be used
10. Presentation of bills to be done in bill folder after checking properly printed
11. Check the bills if signed, for room number, name and signature of guest
12. Full bottle sales to be served according to set standards
13. Guest to be seated on cleared and cleaned tables on arrival
14. Server to be in assigned station at all times
15. Above all courteous, attentive and helpful to all guests

**DUTIES  
LOUNGE HOSTESS**

1. All tables and chairs in lounge area to be cleaned and arranged properly
2. Flower arrangements, ashtrays and candle stands to be placed on tables
3. Keep hostess stand clean and tidy
4. Greet all guest at the door with a smile
5. Tale all guest to the appropriate table and seat them
6. Single guests on the bar counter, couples to small tables and larger groups to bigger tables
7. All orders to be taken by presenting the drink list
8. No children are allowed in th ebar
9. No guest in short trousers are allowed in the bar
10. Always be at the door, and be attentive to customers entering or leaving
11. Take orders and serve drinks for guests seated in lounge areas
12. Answer the telephone promptly and be courteous
13. Do not talk to other staff, security or waste your time in idle conversation with guests
14. Open doors and thakl all guests when they leave
15. If the ba is full, ask guests to take a seat in th lounge are, until a table is vacant
16. Above all, be friendly, helpful and courteous to all guests and colleagues.

**DUTIES  
CAPTAIN**

1. Check staff appearance (eg. Make-up, uniform, hair)
2. Assign waitresses to stations (1 hostess)
3. Brief staff on non availability of items and special promotions
4. Check that proper service procedures are followed at all tiems
5. Check if bar is ready for service
6. See that guests are being served quickly and correctly
7. See that all staff are seeing to guests needs and not talking among htemselfes and idling
8. Observe if hostess greets and seats al guests
9. Mke your presence felt at all times during service
10. When business is low, use the time, to get to store room, cupboards and refridgerators cleaned and arranged
11. Promote drinks and help in taking orders whenever possible
12. Have staff promote cocktails, full bottle sales and snacks on the menu and tentcards
13. Check supplies of general stores and other items needed for a smooth running of the bar
14. Make weekly time schedule and check staff attendance
15. See that opening and closing duties are followed properly as per checklist
16. Fill logbook properly after closing
17. Fill out monthly attendance record
18. **Most Important: Try to set examples to be followed by all staff**

**OPENING DUTIES  
SERVER**

1. Check, clean and arrange all tables and chairs
2. Check and clean bar lounge tables and chairs
3. Menus and tentcards to be wiped clean and checked before placed on the tables
4. Clean ashtrays to be put on the tables
5. Minimum charge stands to be checked, cleaned and placed on the tables
6. All equipment and display trolleys to be cleaned and arranged
7. All display bottles to be cleaned
8. Candle glass cover and holders to be washed and wiped clean
9. Silt sticks, nut bowls and glasses to be cleaned
10. Pantry area to be kept clean
11. Change linen and dirty napkins
12. Check items placed on tables are arranged in order
13. Check all tables and chairs are arranged in straight line
14. Pick up fresh salt snacks and cream from pastry kitchen
15. Fold all cocktail napkins for service

**CLOSING DUTIES  
SERVER**

1. Check if all bills have been settled and last orders taken
2. Lounge area to be cleared and cleaned
3. All minimum charge stands and tentcards to be cleared from tables and stored in order
4. All ashtrays and candle holders to be placed in racks
5. Snack menus to be stored properly
6. Tables and chairs to be wiped clean and arranged
7. Dirty linen and napkins to be counted and stored
8. All dirty glasses to be sent to stewarding
9. All side stations and hostess stand to be kept clean and tidy
10. All nuts and salt snacks to be stored properly in pantry
11. Pantry area to be kept clean and tidy
12. Check all areas for cleanliness and tidiness before leaving the bar
13. Turn off lights, check hazardous electrical connections and lock –up

**OPENING DUTIES  
BARTENDER**

1. All bar utensils, silver and glasses to be given to stewarding for cleaning and polishing
2. Bar counter, service counter and racks to be cleaned and polished
3. Display shelves and bottles to be cleaned
4. Ice bins and sink to be cleared and cleaned
5. Juice containers to be checked, washed and re-filled
6. Fridges and bottle coolers to be arranged and cleaned
7. All fridges to be re-stocked according to plan
8. Fresh garnish to be cut
9. All clean and polished glassware to be arranged properly
10. Check bar supplies of beverages, ice, garnish , condiments and cream
11. Bar floor area to be mopped and cleaned before opening
12. Clean and arrange barstools
13. Ensure adequate stock of beverage and glassware in bar at all times
14. Bar to be ready for service at 5:45pm sharp.

**CLOSING DUTIES  
BARTENDER**

1. Check for unsettled bills
2. All dirty glasses and equipment to be sent to stewarding
3. All equipment and bottles to be stored in proper places
4. Bar counter to be cleared and cleaned
5. Service counter to be kept clean and tidy
6. Floor area to be clean and tidy
7. Garbage to be taken to stewarding
8. Bar utensils to be washed and stored
9. Fridges to be re-stocked
10. Check par stocks and re-order to par levels
11. Do closing inventory
12. Order food supplies
13. Fill out full bottle sales report and transfers
14. Re-arrange clean glasses in proper places
15. Before leaving check if bar is clean, tidy and well organised.
16. Check and clean bar lounge tables and chairs