

FOOD AND BEVERAGE

SERVI-BAR ATTENDANT

Task 2: Proceed to Servi-Bar Work Station

STEPS	HOW TO'S	HINTS	STANDARDS
1) Go to work station.	a) Proceed directly from the security to the servi-bar work station.		

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Task 3: Receive Servi-Bar Keys/Receive Section/Floor

Assignment and Review Status Report

STEPS	HOW TO'S	HINTS	STANDARDS
1) Receive keys.	a) Retrieve key for assigned section/floor for servi-bar supervisor.		Only receive keys for assigned section and secure.
2) Receive section floor assignment.	a) Receive section floor assignment from supervisor.		
3. Review status report.	a) Review report firstly to ascertain which are the check-out rooms. b) Review report for shortage of beverage items.		Establish are the check-out rooms. Establish which beverage items were short from the previous day.

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Task 4: Inventory Check-Out Rooms *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
3) Check bar seal.	<p>c) If there is no response from the room, use your key to enter the room, repeating "Good morning, Servi-Bar."</p> <p>d) Proceed directly to the bar.</p> <p>a) Check to see if bar has been opened.</p> <p>b) If bar has not been opened, record this information in the appropriate section on the assignment sheet and proceeds to the next room.</p> <p>c) If bar has been opened and the seal broken, perform a physical inventory of the entire contents of the bar.</p>		
4) Taking bar inventory.	<p>a) The attendant would retrieve a check, which also acts as an inventory sheet and complete, indicating any items that may have been used.</p>		

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Task 4: Inventory Check-Out Rooms *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>b) After completing the inventory, ensure that the servi-bar is securely locked.</p>		

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Task 5: Preparation of Check

STEPS	HOW TO'S	HINTS	STANDARDS
1) Completing servi-bar check.	<ul style="list-style-type: none">a) Put the day, date, room number and time on the check.b) Ensure that all used or missing items are recorded on the check.c) Make sure that the check is clearly marked with a c/o (check-out) stamp on it.d) Ensure that the attendant signs all checks.e) Secure check, which is to be taken to the office once all of the check-out room inventories have been completed.		<p>All checks to be completed in pen.</p> <p>All checks to be completed in triplicate.</p>

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Task 6: Post Check-Out Room Checks

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Turn in all completed check-out room checks.</p>	<p>a) Return to the office when all check-out inventories have been completed and turn over all checks/bills for posting to the supervisor.</p> <p>b) Return one of the triplicate copies of the bills/checks and physically walk them to the front desk for manual posting to the guest's folio.</p>		

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Task 7: Attend Roll Call and Briefing Meeting

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Inspection of uniform and personal hygiene.</p>	<p>a) Form a line.</p> <p>b) Answer to your name when called by the person conducting the meeting.</p> <p>c) Remain standing while the person observes the following:</p> <ul style="list-style-type: none"> • hair • face • mouth • ear 	<p><i>If you are late for or miss roll call and briefing meeting, you will miss out on receiving very important information that will help you in your job.</i></p> <p><i>Wash and get professional hair cuts and grooming regularly.</i></p> <p><i>Facials if necessary.</i></p> <p><i>Schedule regular dental appointments.</i></p>	<p>Attendance at roll call meetings is mandatory.</p> <p>Roll call and briefing is conducted as per hotel's standard.</p> <p>Be on time.</p> <p>Hair free of dirt and particles and well groomed to the standard of the servi-bar.</p> <p>Face free of dirt, properly washed and groomed to the standard of the servi-bar.</p> <p>No facial hair other than moustache.</p> <p>Mouth and teeth fresh smelling and clean.</p> <p>Free from was and soap scum.</p>

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Task 7: Attend Roll Call and Briefing Meeting (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>d) Clothing:</p> <ul style="list-style-type: none"> • uniform shirt/blouse • uniform trousers/pants or skirt • panty hose • shoes • name tags <p>e) Hands and nails.</p>	<p><i>Ensure that uniform is clean and wrinkle free.</i></p> <p><i>Panty hose wrinkle free and the appropriate colour.</i></p> <p><i>Wear comfortable shoes. Robber sole is better suited for the servi-bar to help prevent accidents.</i></p> <p><i>Never allow shoe heels to wear down.</i></p> <p><i>Name tag is worn so employees can be identified.</i></p> <p><i>Ensure that all dirt is removed from nails.</i></p> <p><i>Always wash hands thoroughly after smoking cigarettes and using the rest room.</i></p>	<p>Earrings worn by females only to the standard of the hotel.</p> <p>Clothes free of dirt, stains and smelling fresh.</p> <p>Clothes pressed and properly fitting to the servi-bar's standard.</p> <p>Coloured socks as per servi-bar's standard.</p> <p>To be worn at all times.</p> <p>Nails free from dirt and properly manicured.</p> <p>No fingernail polish.</p> <p>No sculptured nails.</p>

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Task 7: Attend Roll Call and Briefing Meeting *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
<p>2) Presentation of working utensils.</p>	<p>f) Jewelry</p> <ul style="list-style-type: none"> • bracelet • finger ring • earring • chain • watch <p>a) Continue standing while the person conducting the meeting examines the following:</p> <ul style="list-style-type: none"> • pen (2) • pad • other specialty working utensils 	<p><i>Excess jewelry can take away from the appearance of the uniform in the servi-bar.</i></p> <p><i>Check pens for leaks. Ink marks can damage uniform and presentation.</i></p>	<p>Jewelry worn in moderation and to the standard of the servi-bar.</p> <p>Pens writing clearly.</p> <p>Black or blue ink only.</p> <p>Pad neat and tidy, no pen marks or ragged edges.</p>

Task

STEPS	HOW TO'S	HINTS	STANDARDS

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