







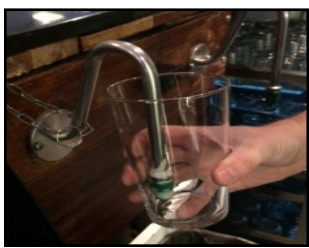
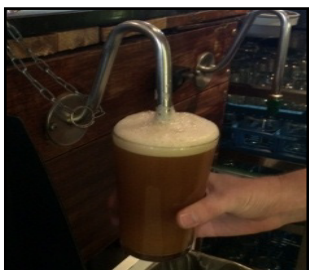




Cloth	Blue	
PPE	• N/A	
Reference	<ul style="list-style-type: none"> • Safety policies • Break water test poster • DMLB • Dispense training card • SOP OF0003 - Dealing with a spillage • SOP B0005 - How to maintain clean glassware • SOP B0006 - Handling & storage of glassware • SOP B0022 - How to complete free pour training • SOP B0025 - Cleaning the glasswasher FV40.2G-Gio • SOP C0004 - Keg line cleaning • SOP C0005 - Traditional ale line cleaning - stillage & Widge • SOP C0018 - Changing a keg 	
VideoSOP	<p>To be used together with this written SOP.</p> <p>Tap here to play lager video </p> <p>Tap here to play smoothflow video </p> <p>Tap here to play stout video </p> <p>Tap here to play real ale video </p>	
Step 1		<p>For all drinks:</p> <ul style="list-style-type: none"> • Choose a clean and cool glass. • Ensure the correct branded glass is used where applicable. • Hold the glass within the bottom third of the glass. • Prior to dispensing the drink, ensure that the correct nozzle is in place. <ul style="list-style-type: none"> • For the pouring of lager, go to step 2. • For the pouring of smoothflow products, go to step 4. • For the pouring of stout, go to step 6. • For the pouring of real ale, go to step 10. • For the pouring of shandy, go to step 13.
Step 2		<p>Pouring a pint of lager</p> <ul style="list-style-type: none"> • Place the glass underneath the tap of the product to be dispensed. • Hold the glass close to the nozzle at a 45° angle and turn the tap fully on. • The head must be created during the initial stages of the lager hitting the glass. • Ensure the lager initially hits the side of the glass and not the lager already dispensed. • At no point must the nozzle come into contact with the liquid in the glass.
Step 3		<ul style="list-style-type: none"> • Lower and straighten the glass as the lager reaches the top of the glass. • Turn the tap fully off as the top of the head reaches the top of the glass. • Ensure that the drink is poured with no more than a 5% head. • Present the drink to the customer with the brand logo facing forwards where applicable. • Top up the drink if requested by the customer.

Step 4		<p>Pouring a pint of smoothflow product</p> <ul style="list-style-type: none"> • Hold the glass underneath the correct product tap. • Hold the glass at a 45° angle. • Turn the tap fully on. • Ensure the smoothflow product hits the side of the glass throughout the initial stages of the pour. • At no point must the nozzle come into contact with the liquid in the glass.
Step 5		<ul style="list-style-type: none"> • Lower and straighten the glass as the beer reaches the top of the glass. • Turn the tap fully off when the top of the head approaches the top of the glass. The head will expand slightly as the drink settles. • Ensure that the drink is poured with no more than a 5% head. • Present the drink to the customer with the brand logo facing forwards where applicable. • Top up the drink if requested by the customer.
Step 6		<p>Pouring a pint of stout</p> <ul style="list-style-type: none"> • Hold the glass underneath the correct product tap. • Hold the glass at a 45° angle. • Turn the tap fully on. • Ensure the stout product hits the side of the glass throughout the initial stages of the pour. • At no point must the nozzle come into contact with the liquid in the glass.
Step 7		<ul style="list-style-type: none"> • Turn the tap fully off when the glass is two thirds full. • Allow the stout product to settle in the glass.
Step 8		<ul style="list-style-type: none"> • Once the product has settled, raise the glass so that the product almost touches the nozzle. • Push the tap away to top up the glass. If 'fast taps' are installed, do not push the tap away. Turn the tap fully on to top up the glass. • Turn the tap fully off as the top of the head reaches the top of the glass.

Step 9		<ul style="list-style-type: none"> • Ensure that the drink is poured with no more than a 5% head. • Present the drink to the customer with the brand logo facing forwards where applicable. • Top up the drink if requested by the customer.
Step 10		<p>Pouring a pint of real ale</p> <ul style="list-style-type: none"> • Ensure the correct sparkler is fitted to the ale tap. • Raise the glass so that the bottom of the sparkler touches the bottom of the glass. • Pull the ale pump steadily and firmly ensuring the first pull creates the head. • If the ale is lively, a slower pull will be required.
Step 11		<ul style="list-style-type: none"> • On the final pull, lower the glass as the ale reaches the top of the glass.
Step 12		<ul style="list-style-type: none"> • Ensure that the drink is poured with no more than a 5% head. • Present the drink to the customer with the brand logo facing forwards where applicable. • Top up the drink if requested by the customer.
Step 13		<p>Pouring a pint of lager shandy:</p> <ul style="list-style-type: none"> • Half fill the glass with lemonade and then follow the process in step 2 and step 3 to fill the glass with lager. <p>Pouring a pint of smoothflow shandy:</p> <ul style="list-style-type: none"> • Half fill the glass with lemonade. • Agitate the lemonade to release some of the gas. • Remove the nozzle from the tap and then follow the process in step 4 and step 5 to fill the glass with smoothflow. • Replace the nozzle onto the tap. <p>Pouring a pint of real ale shandy:</p> <ul style="list-style-type: none"> • Half fill the glass with lemonade. • Agitate the lemonade to release some of the gas. • Remove the sparkler from the ale tap and then follow the process in step 10 to step 12 to fill the glass with real ale. • Replace the sparkler onto the ale tap.

Step 14



- Ensure any spillages are wiped up with a blue cloth and the bar top remains dry.
- Half pints of all draught products should be poured using all of the above principles within the SOP.
- Ideal dispense time for lagers and smoothflow products should be no more than 16 seconds.
- Lagers should achieve a dispense temperature of +1°C to +3°C.
- Ales should achieve a dispense temperature of +10°C to +14°C.
- If fobbing occurs, if the flow rate drops, or if the product is outside of the correct temperature range, stop serving the product and inform the Duty Manager.
- Maintenance issues must be logged immediately with tech services and recorded in the DMLB.