Bar app station set-up

Reference	• Safety policies • Risk assessment manual • SOP - B0066 - Operating the bar app station • SOP - OF0164 - Directing Order and Pay orders between dispense screens • SOP - OF0175 - Creating and amending table plans on Aztec
Equipment	• Ice dump • Saf-T-Ice scoops (small and large) • Fruit tongs • Fruit tidy • Metal spirit/wine measures (various sizes as required) • Napkins • Straws • Clean coffee mugs • Relevant glassware, shot glasses and pitchers • Black trays • Printed Aztec floor plan • Ropes and poles (if required) • Bar printer and till roll • Ice buckets

Step 1		• App stations must be set up on the bar as required based on volumes. Multiple app stations may be required. • Where possible, an app station should be self-contained, such that employees who are working on the app station do not need to leave that station in order to fulfil a drink order. • On a weekly basis, review app sales to identify the most frequently ordered drinks via the app and ensure that relevant items and products are easily accessible on the app station. Run the Aztec 'Product Sales By Employee And Weekday' for the previous week. 'Lookup' by employee 'iOrderA iOrderA' and change the 'Measure' to 'Quantity' to help identify high volume lines.
Step 2	 	• For all non-draught products, ensure that the high volume lines are available in the app station in fridges, on the back bar or in speed rails as applicable. Ambient soft drinks such as Monster and tonic water may also be required on the app station. • A supply of clean glassware, shot glasses and pitchers must be available on the app station in line with the highest volume app products. Where space permits, a selection of each glass type should be available in the top row of a glass trolley, or close at hand. If additional shelving or storage is required on the app station, raise a call-out with the pub's MIV contractor. • For bulk storage of pitchers, a pitcher holder can be installed. • Where branded glassware is in use, ensure it is located close to the relevant tap. • Clean coffee mugs, straws and napkins must be available on the app station. • If required, a supply of ice buckets must be available. • During peak service, remove all bar-solve spirit measures and store these in a safe location. These must be replaced at the end of peak service. Ensure a supply of metal spirit measures (single and double measure) are available. • An ice dump, with Saf-T-Ice scoop and fruit tongs must be available along with a fully stocked fruit tidy. A large Saf-T-Ice scoop may be used to quickly fill cocktail pitchers or ice buckets with ice. • Bottle openers must be available on the app station.

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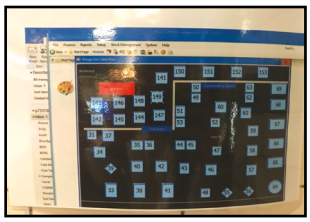
Step 3		• Review T-bar layout to ensure that high volume draught app products are available in the vicinity of the app station. • After discussion with the pub's area manager, it may be necessary to raise call-outs via the property maintenance system to move products on T-bars. • Review location and quantity of post-mix guns. Call-outs may be raised via the property maintenance system to have post-mix guns relocated. • Having two post-mix guns in close proximity on the app station can improve speed of service. Where additional post-mix guns are required, discuss this with the pub's area manager.
Step 4		• Review the location of app screens, bump bars and app order printers to ensure that they are in the best possible location. • If any of these need relocating, discuss this with the pub's area manager before raising a call-out via the property maintenance system.
Step 5	 	• Ensure that sufficient space is allocated on the front bar for orders to be assembled ready for collection by the floor team. • A supply of clean bar trays must be available. Store these trays upside down, and then turn the top tray over and use this when assembling an order. • If required, use ropes and poles in front of the app dispense area so that customers do not stand at the app station whilst waiting to be served. Signage can also be displayed on the bar top stating 'Please keep this area clear for app orders.' • Where space behind the bar is limited, a glass trolley containing clean coffee mugs or world beer glasses (for pitchers) as required, can be placed on the customer side of the bar so that the floor team can help themselves to these when collecting a drink order from the bar. • A Conway table may also be located in the vicinity of the app station to increase the size of the work station.
Step 6		• Review the pub table plan, and zone the table numbers for particular areas of the pub. For example, all of the tables in one section of the pub are in the 1-99 range, all of the tables in another section are in the 100-199 range. This will make it easier for the floor team to deliver orders to the correct table. Refer to SOP - OF0175 - Creating and amending table plans on Aztec. • A printed copy of the Aztec table plan must be available for the floor team either on the bar top or in the drink collection area. • As required, app orders from particular tables can be set to go to a particular app screen or all app screens. Refer to SOP - OF0164 - Directing Order and Pay orders between dispense screens.
Step 7		• For any issues with app screens, contact Zonal. • For any maintenance issues, raise call-outs as required via the property maintenance system.

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