Operating the bar app station

Cloth	Blue
Chemicals	• Surface sanitiser
Reference	• Safety policies • COSHH Manual • Risk Assessment Manual • SOP - B0010 - Cleaning and resetting a table • SOP - B0021 - Implementing challenge 21/25 • SOP - B0065 - Bar app station set-up • SOP - B0075 - Dealing with app orders when customers are not at the correct table (including prank orders) • Daily Planner
Equipment	• Black trays • Straws • Printed Aztec floor plan • UV keyring light • Bar blade

Step 1		**Employees must be assigned to the app station roles (coordinator, drinks dispense and floor) as required using the Daily Planner.**
Step 2	**QUIET APP TRADING SESSIONS**	During quiet app trading sessions: • Assign a member of the bar team to make app orders as and when they come through. • Assign a member of the floor team to deliver app orders as required. • If required, the employee making app orders may also deliver the order to the customer's table.
Step 3	**MODERATE APP TRADING SESSIONS**	During moderate app trading sessions: • Assign the required number of bar team members to make app orders with the aim of delivering drinks to customers within 3 minutes. Separate employees must be assigned to make app orders and to take customer orders at the bar. • Assign an appropriate number of floor employees for the level trade to deliver app orders.
Step 4	**PEAK APP TRADING SESSIONS**	During peak app trading sessions: • Assign a trained employee as an app station coordinator. • Assign a trained employee to work as a 'bar back'. This employee is responsible for ensuring that the app station is fully stocked with all required items during service. This includes spirits, soft drinks, bottled beers, ice, fruit, glassware, straws, etc. • Assign members of the bar team to dispense particular product categories e.g. spirits & cocktails or draught drinks. • The app station coordinator must direct the other members of the bar team to make/dispense drinks as required. • Assign the required number of floor employees to ensure that app orders are delivered to customers promptly. These employees must focus solely on the delivery of app orders. • Ensure that other members of the floor team are assigned to delivering food orders and for cleaning and resetting tables.

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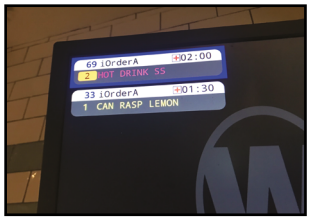
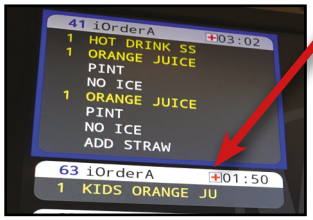
Step 5		• Prior to peak trading sessions, high volume cocktail pitchers and shooters can be prepared in advance. • Do not add any post-mix drinks or ice to the pitchers until required for an order. • At the end of the night, any cocktail pitchers which have been prepared but not sold must be disposed of and recorded as wastage. • At the end of the night, any shooters which have been prepared but not sold must be disposed of and recorded as wastage.
Step 6		• If required, set up pagers to let bar and floor employees know when an order comes through to an app screen. • Radios assist with communicating to floor staff when an order is ready to take out.
Step 7	  	When an order comes through to the app screen: • Press the 'CLEAR' button on the app screen bump bar. This will turn the ticket pink to acknowledge the order is being prepared. • Take a clean, black tray and place drinks on it once they have been prepared. Pour drinks according to perfect serve specifications. • Ensure that drinks are evenly distributed on the tray to assist with balancing, and place taller and heavier items closest to the centre of the tray. • If multiple orders for the same table come through within the space of a few minutes, these orders should be grouped together so that the floor team do not make multiple trips to the same table. • Press the 'CLEAR' button on the app screen bump bar again so that the app screen printer will print off a ticket detailing what items are on the order. • Place the ticket on the tray, so that floor staff know what the drinks are and where they are being taken. • If there are two drinks that look similar (i.e. lager in non-branded glasses), place the items at different sides of the trays and let the floor staff know which item is which. If necessary, draw arrows on the receipt to indicate which drink is in which glass. • To distinguish between single and double measures of spirit, place one piece of fruit garnish in single measure drinks and two pieces in double measure drinks.
Step 8		• A red "+" will appear on the app drink screen if a customer has also ordered food. Ensure floor staff are aware of this for each order so they can inform the customer of any food wait times.

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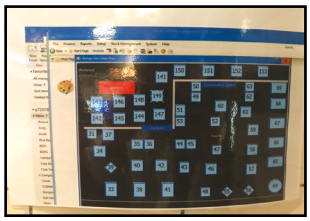
Step 9	 	• A member of the floor team who is assigned to deliver app orders must collect the tray of drinks and deliver it to the correct table. • Ensure printed floor plans are available by the app station so that floor staff know where to take drinks. • Employees who are assigned to deliver app orders should carry a supply of straws with them when delivering drinks. • Challenge 21/25 and 'don't do drunk' checks must be completed where required. Refer to SOP - B0021 - Implementing challenge 21/25. • When at the table, check that the customers are expecting a drinks app order and announce each drink. • Remove the drinks from the tray, and where possible, place it in front of the correct person. • If the customer asks for their drink to be changed in some way from the ticket (e.g. without ice, with a shot of lime etc.), the drinks can be altered at the Duty Manager's discretion. • With the exception of large orders of shooters, do not leave the tray on the table. Return the tray to the glass wash to be washed and reused. • If a customer orders via the app without a table, orders to the wrong table, or places a prank order, refer to SOP - B0075 - Dealing with app orders when customers are not at the correct table (including prank orders).
Step 10		• If the employee assigned to deliver app orders is also assigned to table clearing, they must wipe the table if necessary and collect any empty glasses or plates on the way back to the bar. Refer to SOP - B0010 - Cleaning and resetting a table.

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