

SVH Operations (TO DO)

Introduction

- What is an SVH
- What do you get (cheaper shots & cocktails, can open bar outside opening hours, SVH activity, closer to community, community card, etc)
- [Qualities of SVH \(TO DO\)](#)
- [Process of becoming SVH \(TO DO\)](#)
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Qualities of SVH (TO DO)

- Sjaaking
- Patience
- Overview
- BHV

Process of becoming SVH (TO DO)

Expressing interest

If you are a bartender who really likes

Talking with a board member

Proofshift

Approval by board

SVH Exam

SVH Training

Register profile

General SVH shift (TO DO)

- Shift priorities
- Transfer
- How to welcome bartenders
- Take care of bartenders
- Bartenders table (limits, bartenders account)
- Teaching
- Keeping overview
- 18+

Safety (WIP)

Emergency numbers

- 040 247 2020: TU/e security (for instance, to open the red door, reporting misbehaving guests, etc)
- 040 247 2222: Urgent emergencies

Reporting of incidents

In case of serious incidents where stuff got broken or dangerous incidents happened, please contact this to the board in the SVH chat.

BHV key

In Hubble, in case there are Scala board members being very drunk, use the BHV key acces to send them home and/or check if everything is okay. The BHV key will also give you acces to other rooms you normally cannot enter. Be aware that abusing the acces might result in revoking your BHV key acces.

BHV

Hubble (Located in the cabinet next to the bar to kitchen door)

- First Aid Kit
- BHV vests and helmets
- Feminine hygiene products
- Floorplan of emergency exits
- Fire hose

Meteor

- First Aid Kit
- BHV vests and helmets
- Feminie hygiene products

Calamiteiten

AED

An AED can be found at the Luna entrance (near Spar). This can be opened with the postal code of the building (**5612**)

Earplugs

Hubble offers earplugs. They can be found underneath the register. First serve far in the back.

Closing

This page contains the following info:

- General closing hours and last round
- Closing lists Hubble & Meteor
- After drink

General closing hours and last round

As an SVH'er, you are always the one who leaves last. The official legal closing time of the bar is 02:00. Ideally, Hubble and Meteor are open daily until 02:00.

From 02:00 onwards, no drinks may be paid for or charged to an account!

Guests may calmly finish their drinks to encourage a gradual departure from Hubble and to limit disturbance for residents. Remind guests to be quiet when leaving.

It may happen that it isn't busy or that you feel you could close earlier; for this, the following rules have been established.

The bar must remain open until at least 01:00 from Monday to Friday. The last round may be announced on the screens at 00:45. Closing at 01:00 is only allowed if:

- Fewer than 10 guests are present in the bar
- The guests present are no longer actively ordering, and the last round has already been served

SO: you may never actively send people home!

During the staff shift change between 20:00 and 21:00, if no one is in the bar, the bar must remain open during this hour.

Hubble Closing List

The physical closing list in Hubble can be found near the table or underneath the left sink.

EARLY:

Make Sure that all cooling units are stocked --> from coolers in the back to front

Close terrace at 23:00

- Tell guests 15 minutes in prior that the terrace will close and ask them to come inside
- Bring terrace board and car inside
- Clean tables and connect chairs to tables

(Check every now and then if people are outside. Especially in summer, many people will have a talk or smoke on the terras)

LATE:

Clean the coffee corner

- Coffee machine with a special cleaning agent in the blind filter and rinse thoroughly
- Turn off and clean coffee bean machine and stamper
- Clean the coffee waste bucket underneath the coffee machine

Sort empty bottles

Restock from back to front (don't forget kegs & wine)

All glasses on the bar (except those who had lactose in it) through the dishwasher (don't put on shelves if wet: leave to dry or put on clean bar tops - underneath the drafts)

Clean bar:

- Clean drafts spouts with hot water from coffee machine
- Clean bar tops (Remove everything from the bar when cleaning)
- Clean surface (Place drip trays when ready)

Take off the Guinness pour snout and put it in a bin with water

Clean the kitchen surfaces with disinfectant, turn off fryers in case you will not use them for the after drink and leave the dishes at the kitchen dishwasher.

Clean tables (including nisjes)

Put chairs on tables (after they dried up from cleaning)

Rubber mats, skimmers and Bavaria bins through dishwasher (don't forget mats from the shot corner)

Clean shot/cocktail section and Jäger tap

Sjaak some people to help you clean for a nice afterborrel

Lock doors (don't forget emergency exits)

Sweep the floor

Mop the floor (Don't forget behind the bar)

Check toilets for mess and/or gekantelde people

(In case the toilet towels are empty, it is nice to change them. If the toilets are messy, inform this in the SVH chat)

Check other rooms for glasses and take them back to Hubble

- Foyer
- Corona Hall
- Plaza general space

When leaving Hubble:

Turn off the fryers, put covers on the fryer. Turn off both lights in the kitchen.

Put bartenders table on 'eigen verbruik'

Turn off technical stuff:

- Turn off music
- Turn off the lights of the coolers behind the bar (NOT the power)
- Turn off the special program with the lights (numbered buttons)
- Put the lights on 'closed'
- Turn off every red switch (you can) to '0'

Bring all stuff inside kitchen (The hallway between kitchen and back needs to be empty!)

Lock doors of storage and kitchen. In case after borrelaars use the emergency exit to leave early, don't forget to lock the emergency door again.

Return keys to the locker

Try to work efficient. Start cleaning the coffee machine early and start cleaning the left bar when it's not that busy so you can use the bar to put clean glasses on.

In case you are not able to clean everything because it has been a busy night and/or you don't have enough cleaners, please inform this in the SVH chat what you were not able to clean. Try to do the most essential stuff:

- Lock the doors
- Bar surface cleaning
- Cleaning tables
- Chairs on tables
- Sweep and mop the floor.
- Turn off tryer and technical stuff (lights, music, dishwasher(s))
- Check if no one died
- Make sure hallway between kitchen and back store is empty

Meteor Closing List

Early (Start of Late Shift)

Restock all cooling units (from back to front)

Close the terrace at 23:00

- Clean terrace tables
- Check if guests are still outside (especially in summer)

Late (End of Night Tasks)

Clean the coffee corner

- Use blind filter with cleaning agent
- Clean grinder and tamper
- Empty and clean coffee grounds bucket

Rinse cocktail machine lines and cap them

Put all bar glasses in the dishwasher

Do not shelve wet glasses (place them on clean dry bar)

Rinse draft spouts with hot water (from coffee machine)

Remove all items and clean bar tops

Replace clean drip trays

Clean shot and cocktail station

Run rubber mats, skimmers, and bins through dishwasher

Clean kitchen surfaces with disinfectant

Turn off fryer and place cover if not used afterward

Place dishes in the kitchen dishwasher

Clean all tables (including corners and niches)

Place chairs on tables (once floor is dry)

Sweep the floor

Mop the floor (including behind the bar)

Check the toilets for mess or passed-out guests

- Refill towels
- Inform board if toilets are dirty or need attention

Turn off music

Turn off cooler lights behind the bar (NOT the power)

Turn off special light program (numbered buttons)

Set lights to "closed"

Turn all red switches to '0' (where possible)

Set bartender's table to "eigen gebruik"

Lock all doors (including emergency exits)

Return keys to the key locker

Clean glass above glasses

Take chalkboard(s) inside

Monday & Thursday: put general waste bin outside

Wednesday: put paper waste bin outside

If It's a Busy Night or Few cleaners Available: Focus on These Essentials

Lock all doors (including emergency exits)
Clean bar surfaces
Clean all tables
Put chairs on tables
Sweep and mop the floor
Turn off fryer and technical systems (music, lights, dishwasher)
Ensure no one is left behind
Clear hallway between kitchen and storage area
Take chalkboard(s) inside
Put waste outside if needed (see above list)

After drink

During the after-drink, only the bartenders, the responsible SVH'ers, and seated board members have the right to be present. The SVH'er decides who is still in a fit state to consume alcohol, as they remain responsible. Regarding the after-drink, we are obliged to observe a few rules:

- The SVH'er decides which visitors have contributed sufficiently to cleaning and closing the bar in order to be allowed to attend the after-drink (maximum of 5). *Note: For large events or very busy evenings, exceptions may be made.*
- Everyone may have **one final drink of choice**: soft drink, draft beer, and/or a shot (so no expensive specialty beers).
Note: For large events or very busy evenings, exceptions may be made.
- All drinks must be registered in the cash register under 'own consumption.' Payments or placing drinks on account are no longer permitted after 02:00.
- The group of attendees must be explicitly limited to this small number. From 02:00 onwards, no drinks may be served. Holding a small after-drink with bartenders and a limited number of guests who helped with cleaning can be explained, but it is already a grey area. Having a large group still present is explicitly in the illegal area.

SVH checklist - needs update

SVH checklist/training list

TOEVOEGEN techniekkast

This is a list of things you need to be able to do (or know where to find instructions) in order to be able to be SVH.

General

What	Hubble	Meteor
Dealing with annoying guests		
Teaching stuff to bartenders		
Dealing with old board members		
Mensen erbij sjaken		

Making

Drafting beer		
Drafting Guinness		NVT
Coffees (with instructions)		
Cocktails		
Kitchen (snacks, fries)		
What drink goes in what glass		

Refilling

Front: Soda's/beers/wines		
Front: Kegs		
Back: Kegs		NVT
Coffee		
Replacing the tank (and knowing when to)		NVT
Replacing CO2 (and knowing when to)		
Replacing cocktail machine bags	NVT	

Know where to find

Lemons/ginger		
Kitchen snacks		
Kitchen "bakjes"		

Kitchen sauces		
Liquors		
Extra glassware/receiptpaper etc		

Register

Bartenders table (make/put stuff on/close/max amount)		
Pay with credit		
Eigen gebruik		
Breuk		
Van het huis		
Giftcards		NVT
Coins		NVT
Restart		

Cleaning

ALL glasses through dishwasher		
Clean all draft surfaces		
draft tuutjes (w hot water; except Guinness> in water jar)		
coffee machine (borsteltje!)		
Drip trays chocomel/jager/latiz		
General cleaning (wipe down tables/bar, sweeping, mopping)		
Closing terrace		
Cleaning program cocktail machine	NVT	
Sorting empty bottles		

Closing

Refill all (see; refilling)		
Turn off dishwasher		
Turn of lights/sound through panel		
Lock ALL doors		
Have a great after :)		