

# Planning

Bar Bible structure

## **Welcome to Ducks & Bears**

- Terminology
- Introduction
  - Mision & vision community
  - Hubble
  - Meteor
- General history Ducks & Bears
- Opening hours
- Connected associations
  - Barcontacts
  - Discount policy
  - Lending stuff
  - Bartending, SVH & Events
  - Bartending shirts
  - Bonus++

## **Volunteering at Hubble & Meteor**

- Introduction
  - Volunteers keep the prices low
  - Types of shifts
- Bartenders group chat
- Committees
- Board

Basic Bar Operations

- Introduction
  - Safety rules
  - Starting your shift

- Floorplan Hubble (where coffee is made, where basic beer is made, where soda's are)
- Floorplan Meteor (where coffee is made, where basic beer is made, where soda's are)
- Which glasses to use
- How to serve the guest
- Cash register
  - General proces (scan association, tap the product, pin)
  - Where to find products
  - Guests with accounts
  -
- How to tap beer
  - Automatische tap
  - Pitcher
  - Eendje
  - Beer tap technique
  - Witte trappist
  - Guinness
  - Beer in footlong glass
  - Beer in La trappe glass
- Making Cocktails
  - Cocktails in Hubble
  - Cocktail machine Meteor
- Snacks in kitchen
- Regular coffees
- Making tea & hot chocolate
- Special hot drinks (Lattes, decaf, soy, mint/ginger)
- Wipped cream coffees (Spanish coffee, Irish coffee, etc)
- Wine
- Shots

#### Advanced Bar operations

- HELP! I run out of...
  - Explanation storages
  - Kegs & drinks

- Coffee equipment
- Register receipts rolls
- Snacks & sauce
- Lemon, ginger & mint
- Liquor
- Jagermeister
- How to change coffee milk & hot chocolate
- How to change a keg
- How to change the tank
- Advanced Cash Register
  - Eigen gebruik
  - Breuk
  - Van het huis
  - Tables
  - Coins
  - Gift cards
  - What to do with error orders (guest paid for something he doesn't want)
- Technical Back-end
  - Music
  - Lights
  - Screens
  - Beamer
  - Microphones (limiter)
  - Sound thingie
- Traditions
  - Halve Leo for birthday person
  - (old) boardies

Kitchen operations (for staff)

Interested in becoming SVH?

- Introduction
  - What is an SVH?
  - What do you get back? (cheaper shots & cocktails, can open the bar outside opening hours, SVH activity, closer to community, Community card, etc)

- Qualities of SVH
  - Sjaaking
  - Patience
  - Overview
  - BHV
- Proces of becoming SVH
  - Proefshift
  - SVH exam
  - SVH training
- General SVH shift
  - Transfer
  - shots
  - Bartenders table
  - Teaching bartenders
  - Keeping overview. Somethimes sjaaking someone experienced in Bar to take over in case it gets busy.
  - Sjaaking people for terras
  - Restocking before late shifts
  - Shift change
- Shift priorities
- Safety
  - Contact details management
  - Contact details security
  - BHV
  - Calmaliteiten
  - Earplugs
- Closing
  - Link to closing list
  - How to tell guests we are closing, closing slides
  - Closing doors
  - After drink
  - Closing after the after drink (turning off lights & music,
  - SVH last one to leave the bar
- SVH outside your shifts
  - Please behave thingies

Do not go in kitchen

Do not go behind the bar without permission of current SVH

#### How to clean

Coffee machine

Beer tap

Cocktailmachine

Jagermachine tap

Glasses

Closing Kitchen

Cleaning tables, sweeping & mopping

Sorting bottles

Replacing toilet paper

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