

**Position:** Bartender  
**Department:** Front of House Services  
**Location:** River Run Centre, City of Guelph

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- House Policies
- Please wash your hands regularly to ensure proper hygiene.
  - Please no gum chewing, eating or drinking in front of customers.
  - Attire: White long sleeved, collared shirt, black pants or skirt, black **closed toed** shoes and socks (or neutral stockings), bow tie(men) or cross tie(women), black vest and nametag.
  - Those under 19 years of age will not be served alcohol. Ask to see appropriate ID for anyone who looks under 25.
  - We only serve **2 alcoholic drinks per person per order**. If requested, doubles can be poured charging the patron accordingly and if a double is served it is considered the patron's 2 drink limit.
  - Typically, the bar is open one hour prior to curtain and during the intermission. On occasion, the bar is open after the show for receptions. The bar may also open for other events such as weddings, cabaret performances and corporate receptions
  - The standard intermission is 20 minutes in length.
  - All Bartenders are strongly encouraged to take the Bar Cashier training to work in that capacity as well. Work as a team with the Bar Cashier.
  - When very busy, a staff person might replace or assist you to ensure speedy service to our patrons.
  - Advise the staff if any product is poured by mistake or is thrown out.
  - Broken glassware goes in the glass disposal bucket which is in the kitchen or beside the dish washer.
  - Encourage patrons to order their intermission refreshment at pre show to minimize lines and maximize quick service during intermission.

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- General Information
- There is an ATM machine at the Coat Check window.
  - Front of House staff will set up the bar, but feel free to assist with icing down the bar cooling plate using ice from the ice maker which is located in the kitchen. This ice will also be used in your drinks, so please act cautiously to not contaminate the ice.
  - White wine, cider, beer and bottled water is available in the fridges. Juices may also be located there.
  - Pops (Coke, Ginger Ale, Sprite, Soda Water, Diet Coke), Iced Tea, Orange juice, Cranberry juice and water all can be dispensed from the "gun". Tonic water is available in cans and apple juice is kept in the fridges.
  - For the balcony bar, pop and juice come in cans or bottles.
  - To set up your bar, look under the counter for equipment. The black crate contains the tip jar and small tip sign, bottle openers, corkscrew, straws, scoops, etc. Straws can be kept under the counter, ready when requested. The price list sign or napkins do not go into the crate. Let the staff know if you are short of anything.
  - Set up the milk, cream, sugar, sweetener, stir sticks, and tea bag disposal plate at the condiment station, if necessary.
  - Unless the customer asks, liquor is poured over ice. It is incumbent upon the customer to tell you if they do not want ice or if there is a special request. "Neat" means no ice and "on the rocks", with ice.

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- Do not put any glassware on the ice well shelf
  - Check to ensure that everything is ready to make hot chocolate, coffee and tea.
  - The coffee maker machine is an on demand system. Meaning, you can have a cup of hot coffee, regular and decaf, any time you would like without having to make a full pot. There is also a pour tap of hot water. Tea is served from the bar with the tea bag in. The trick to the machine is to release the pour tap when your cup is 3/4 full (to avoid over flowing your cup). The coffee is fair trade and sustainable, with profits going back to help in the communities in which it is grown.
  - If pots of coffee are needed, fill an empty warmed (hot water is available from the coffee machine) coffee thermos with coffee/hot water obtained by the machine using the large metal cup. Enough coffee should be poured for the balcony bar as well, if open.

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#### Glassware

- Beer – pour into a large 14 oz. stemmed glass
- Liquor – using the rock glasses, pour the shot (using the acupour) over a few cubes of ice, and then add the mix. Add a stir stick.
- Wine – fill to 1 inch from the top (2.5 centimetres) of the wine glass. Untwist the bottles as needed.
- Pop – in large 14 oz. stemmed glass, fill 1/3 with ice, and fill to 1 inch from the top. This applies to all drinks from the “gun” (pop, ice tea, Orange Juice, Cranberry Cocktail) or fridge.
- Coffee, Tea, Hot Chocolate – white ceramic mug
- Ensure that you never touch the rim of the glass or mug at any time

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#### Product Offerings

- Liquor: Canadian Club Rye, Bacardi White Rum, Smirnoff Vodka, Johnnie Walker Red Label Scotch, Beefeater Gin
- Beer: Wellington Special Pale Ale and Dark Ale, Sleeman’s Honey Brown, Cream Ale, Clear and Original Draught
- Cider: Thornbury Craft Cider
- House Wine: Bricklayer’s Chardonnay, Bricklayer’s Cabernet Merlot
- Snacks: Chocolate bars, pretzels, chips, cookies, and ice cream novelties

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#### Closing Procedures

- Each bartender will put away the contents of the black crate. Please place them consistently where you found them for other volunteers.
- Collect all the dirty dishes from the bistros and bar (do not touch the rims) and prepare the dishwasher for use. Wash dishes in dishwasher – water temperature must be at least 120 °C (see the front of the dishwasher). When cleaning dishes, pre-rinse and wipe off as necessary (remove lipstick) before placing into the dishwasher.
- Put the coffee set up away, if necessary, dumping all the coffee and rinsing the air-pots.
- Wipe down bar surfaces and coffee machines.
- Keep well covers open to melt the ice and dry quickly.