

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

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| House Policies       | <ul style="list-style-type: none"> <li>The River Run is a scent free facility.</li> <li>Wash your hands regularly to ensure proper hygiene.</li> <li>No gum chewing, eating or drinking in front of patrons.</li> <li>Attire: White long sleeved, collared shirt, black pants or skirt, black <b>closed toed</b> shoes and socks (or neutral stockings), bow tie(men) or cross tie(women), black vest and nametag.</li> <li>Pick up a nametag, cross tie/bow tie and vest in the coat check if you do not have your own. <b>Return</b> all borrowed materials at the end of the shift.</li> <li>Check in using Volgistics - VicTouch screen in Coat Check or VicNet online.</li> <li>Pass on all patron comments to the Front of House (FOH) Manager, Floor Supervisor or Volunteer Coordinator.</li> </ul>                                                                                                                                                                                                                                      |
| Bar Policies         | <ul style="list-style-type: none"> <li>All bar volunteer staff must have their Smart Serve certification.</li> <li>Those under 19 years of age will not be served alcohol. Ask to see appropriate ID for anyone who looks under 25. The current age of majority year is posted on the screen monitor.</li> <li>We only serve <b>2 alcoholic drinks per person per order</b>. Doubles are not served as per the River Run's standard practice/policy.</li> <li>Advise staff if any product was thrown out or if a mistake is made for inventory/auditing purposes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| General Information  | <ul style="list-style-type: none"> <li>There is an ATM beside the Coat Check window.</li> <li>Encourage patrons to order their intermission refreshment pre-show to minimize lines and maximize quick service during intermission.</li> <li>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.</li> <li>The standard intermission is 20 minutes in length.</li> <li>When very busy, a staff person might replace or assist you to ensure speedy service to our patrons.</li> </ul>                                                                                                                                                                                                                                                                                                                                                            |
| General Duties       | <ul style="list-style-type: none"> <li>Work in partnership with Bartender.</li> <li>Pre-Show: <ul style="list-style-type: none"> <li>Count and confirm Opening Float and complete front of Deposit Sheet</li> <li>Take customer orders including pre-orders for intermission</li> <li>Collect payment &amp; make proper change when necessary</li> </ul> </li> <li>During the Show (before intermission): <ul style="list-style-type: none"> <li>Assist with bar duties, as needed</li> <li>Assist with pre-ordered beverages, if necessary</li> </ul> </li> <li>Intermission (typically 20 minutes): <ul style="list-style-type: none"> <li>Take customer orders</li> <li>Collect payment &amp; make proper change when necessary</li> </ul> </li> <li>During the Show (after intermission): <ul style="list-style-type: none"> <li>Collect cash tips and deposit in coat check safe with another volunteer</li> <li>Count and complete Deposit Sheet reconciling with Report</li> <li>Assist with bar duties, as needed</li> </ul> </li> </ul> |
| Prior to Bar Opening | <ul style="list-style-type: none"> <li>Request FOH staff open the till</li> <li>Count and confirm Opening Float and complete front of Deposit Sheet</li> <li>Attend Pre-Show Meeting with FOH Staff and other bar/snack express volunteers for event specific information/direction</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| <b>Position:</b>              | <b>Bar Cashier</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Cash Register Instructions    | <ul style="list-style-type: none"> <li>• Touch the screen to wake it up if it is dark.</li> <li>• Type in Cashier (Server) Number then Volunteer Volgistics PIN Number <ul style="list-style-type: none"> <li>◦ List of Cashier Server Numbers can be found in plastic sleeve near sink</li> </ul> </li> <li>• The cash register records product inventory. Ensure you choose the correct product, for example: Snacks - Chips – Miss Vickies Original.</li> <li>• Main Menu (see image at end of document) on right of screen includes: <ul style="list-style-type: none"> <li>◦ most popular items have individual buttons on the main screen (Water, Coffee, Decaf Coffee, Tea, White/Red Wine, Gin, Rum, Rye, Whisky, Vodka, Ready-to-Drink beverages (e.g., Mule, Transfusion, etc.) and various Beers sold)</li> <li>◦ sub menu buttons –items or another category (e.g., juice, chips, etc.) will appear when these buttons are chosen for you to pick the correct product <ul style="list-style-type: none"> <li>▪ Red – <b>Pop, Non-Alcoholic</b></li> <li>▪ Green - <b>Snacks, Ice Cream, Food</b></li> <li>▪ Pink - <b>Cider</b></li> </ul> </li> <li>◦ <b>Print</b> and <b>Cash</b> buttons</li> <li>◦ <b>Exit</b> button – logs out of the system – ensure this is clicked any time you leave the till</li> <li>◦ <b>Close</b> button for staff only – closes down the software</li> </ul> </li> <li>• If the item is on the Main Menu, select it, otherwise: <ul style="list-style-type: none"> <li>◦ Choose one of the submenus</li> <li>◦ Choose item(s) in the sub menu then 'exit' that screen</li> <li>◦ An additional submenu may pop up for the mix required for the liquor (example - tonic) or the type of tea (example - orange pekoe)</li> </ul> </li> <li>• <b>Add</b> button will add one more to the last product</li> <li>• <b>Less</b> button will subtract one to the last product, unless the last item was a descriptor i.e. mix for the liquor or tea type, in which case it will take you to the descriptor screen to change the item.</li> <li>• If any item needs to be deleted or changed, press that item on the left list and make the change</li> <li>• <i>Tip: Review the order with the patron to ensure it is correct</i></li> <li>• <b>Total</b> (which includes tax) appears at the bottom left of the screen. Announce the <b>Total</b> to the patron.</li> <li>• <b>Note:</b> If you would like to practice prior to a shift, you can put the register into training mode by using the code XXX.</li> </ul> |
| Payments (including Vouchers) | <ul style="list-style-type: none"> <li>• <b>If paying by Debit/Credit</b> – key in the total of the order into the terminal, double check it is correct, hand the terminal to the patron for them to tap or enter their card, verify the payment was approved, once approved, click on <b>Debit/Credit</b> on the main menu, follow prompts to close off the sale on both the terminal and main menu</li> <li>• <b>If paying by Cash</b> - depending on the dollar value provided either <ul style="list-style-type: none"> <li>◦ click on the \$5.00, \$10.00 or \$20.00 red denomination buttons, OR</li> <li>◦ if not one of those denominations click <b>Cash</b>, type in the dollar amount received from the patron and press <b>Enter</b>.</li> <li>◦ The drawer will open and the change amount will be presented. Give the change to the patron, closing the cash drawer after each sale. Press <b>okay</b>.<br/><i>Tip: You may wish to put the bill across the till until the change has been given to the patron</i></li> </ul> </li> <li>• If you have cashed out but have made an error, or the patron wishes to change their order, print the receipt and then re-enter the correct sale. Then mark "VOID" on the incorrect sale receipt and tell staff</li> <li>• <b>If paying by Voucher</b> - press <b>Voucher</b> after each individual item redeemed and print the receipt. Place the voucher and receipt in the till.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <b>Position:</b>      | <b>Bar Cashier</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Receipts / Pre-orders | <ul style="list-style-type: none"> <li>• With the exceptions of pre-orders and ice cream sales, no need to give the patron a receipt unless they ask for one <ul style="list-style-type: none"> <li>◦ If the order includes ice cream, then print a receipt for them to take to the Snack Express to fulfill their order</li> </ul> </li> <li>• For a receipt, after the order is completed and cashed out: <ul style="list-style-type: none"> <li>◦ if appropriate, push the '<b>Print Last Check</b>' button, OR</li> <li>◦ press the <b>PRINT</b> button. All past orders will be listed. Find the order you want and press the number (#) that heads that order. Press <b>PRINT</b>. <i>For pre-orders when two (2) copies of the receipt are needed, repeat.</i> 'Exit' when done to return to the Main Menu.</li> </ul> </li> <li>• <b>Pre-Orders</b> – ring the sale as normal and process payment. Once completed print two (2) copies of the itemized receipt (see above). Verify with patron if they are seated in the balcony or orchestra and ensure balcony is noted on the receipt if working at the main bar or orchestra for the balcony bar.</li> </ul> |
| Closing               | <ul style="list-style-type: none"> <li>• Collect cash tips across all tills (including coat check/snack express) in a small plastic bag</li> <li>• In the catering room (or another spot as indicated by staff), count the till and complete Deposit Sheet reconciling with Show Report (provide an explanation for any discrepancies) <ul style="list-style-type: none"> <li>◦ Show Report will be provided by FOH Manager</li> <li>◦ Staff will review the till and the deposit to be made for accuracy</li> <li>◦ Once complete, the deposit goes into the till pouch and given to staff</li> </ul> </li> <li>• Deposit small bag of tips in coat check safe along with another volunteer</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Emergency Procedures  | <ul style="list-style-type: none"> <li>• In case of an <b>accident or incident</b>, report the issue to staff (FOH Manager, Floor Supervisors, etc.). You may be requested to notify the St. John's Ambulance volunteers (Often seated in W 7 &amp; 8) or to attend to the patron, assuring them that someone is coming to assist.</li> <li>• In the event of a <b>Fire Alarm/Evacuation</b>: <ul style="list-style-type: none"> <li>◦ At the sound of the first stage alarm, complete the current order and then close your till, instructing patrons there may be an evacuation</li> <li>◦ If an evacuation is deemed necessary, give directional assistance to patrons towards the correct exit</li> <li>◦ Exit after patrons have cleared the area</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                            |

**Some key points as an effective VOLUNTEER:**

- All volunteers need to understand the importance of excellent customer service skills. Your leadership in this area is crucial.
- Listen and respond to the customers in a way that shows you care about them and their needs.
- Courtesy, friendliness and professionalism are essential ingredients of successful customer service.
- Take pride in yourselves, in what we do here at the River Run Centre and in where we live.
- All visitors and patrons must be treated with courtesy and respect.
- If you are not sure how to manage an interaction with a patron, are unclear on any policies, or have seen something staff should be aware of, please leave your position to alert staff immediately.
- **Smile**, it's a universal language.

# Image of Cash Register Screen

Previous

Quantity

Next

Cmd

Table name

Print last chk

Voucher

Screen

Training TABLE 0 Custom 1

0

1

2

3

4

5

6

7

8

9

C

WATER

COFFEE

DECAF COFFEE

TEA

POP

CUP

NON ALCOHOLIC

SNACKS

ICE CREAM

FOOD

WHITE WINE

RED WINE

GIN

RUM

RYE

WHISKY

VODKA

MULE

TRANSFUSION

Special Event

SAPPORO

ORIGINAL

CLEAR

HONEY BROWN

6-DARK ALE

FIXIE IPA

DUTCH BLONDE

CIDER

TOTAL \$0.00

Up

Split

Add

\$5.00

\$10.00

\$20.00

CLOSE

Exit

Down

Print

Less

CASH

TABLE