

Position: Bartender

Department: Front of House Services

Location: River Run Centre, City of Guelph

House Policies	- The River Run is a scent free facility. - Wash your hands regularly to ensure proper hygiene. - No gum chewing, eating or drinking in front of patrons. - 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. - Pick up a nametag, cross tie/bow tie and vest in the coat check if you do not have your own. Return all borrowed materials at the end of the shift. - Check in using Volgistics - VicTouch screen in Coat Check or VicNet online. - Pass on all patron comments to the Front of House (FOH) Manager, Floor Supervisor or Volunteer Coordinator.
Bar Policies	- All bar volunteer staff must have their Smart Serve certification. - 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. - We only serve 2 alcoholic drinks per person per order. Doubles are not served as per the River Run's standard practice/policy. - Advise the staff if any product is poured by mistake or is thrown out. This must be reported for auditing/inventory purposes.
General Information	- There is an ATM beside the Coat Check window. - Encourage patrons to order their intermission refreshment pre-show to minimize lines and maximize quick service during intermission. - 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. - When very busy, a staff person might replace or assist you to ensure speedy service to our patrons. - Broken glassware goes in the glass disposal bucket beside the dish washer.
General Duties	- Work in partnership with Bar Cashier Pre-Show: - Prepare beverages and snacks as per customer request During the Show (before intermission): - Clear & clean bar and lobby bistro tables - Assist with pre-ordered beverages, if necessary Intermission (typically 20 minutes): - Prepare beverages and snacks as per customer request During the Show (after intermission): - Clear & clean bar and lobby bistro tables - Wash all glassware
Bar Instructions	- Attend Pre-Show Meeting with FOH Staff and other bar/snack express volunteers for event specific information/direction. - Assist with gathering ice or setting up the coffee condiments. This ice will also be used in your drinks, so please act cautiously to not contaminate the ice.

Position:	Bartender
	• White wine, cider, beer, coolers, tonic water, apple/orange juice and bottled water is available in the fridges. • Pops (Pepsi, Ginger Ale, 7Up, Soda Water, Diet Pepsi), Iced Tea, Cranberry juice and water all can be dispensed from the "gun". • 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. 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. • Do not put anything on the ice well shelf • Check to ensure that everything is ready to prepare hot beverages • The coffee maker machine is an on-demand system where a cup of hot coffee, regular and decaf, is available any time you would like. There is also a pour tap of hot water. Tea is served from the bar with the tea bag beside it. The trick to the machine is to release the pour tap when your cup is 3/4 full (to avoid overflowing your cup). • If pots of coffee are needed, fill an empty warmed (hot water is available from the coffee machine) coffee thermos/urn 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.
Glassware	• Beer – pour into a large 14 oz. stemmed glass • Liquor – using the rock glasses, pour the shot (using the acupour/shot glass) over a few cubes of ice, and then add the mix. • Ready-to-Drink / Tall Boys – pour into a large tumbler glass over a few cubes of ice • Wine – fill to 1 inch from the top (2.5 centimetres) of the wine glass. Untwist the bottles as needed. • Pop/Juice – 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, iced tea, Cranberry Cocktail) or fridge. • Coffee, Tea– white ceramic mug • Ensure that you never touch the rim of the glass or mug at any time
Product Offerings	• Product offerings vary. • The River Run promotes locally produced beer/wine/spirits whenever possible. • A booklet is located on the bar detailing the current options available for beer, cider and ready-to-drink (e.g., mule, transfusion). • Liquor: gin, rum, rye, whisky, vodka • House Wine: one red and one white option (May 2026 - Chateau des Charmes Cabernet Merlot & Aligoté) • Non-Alcoholic – pop (Pepsi products), iced tea, coffee/tea, dealcoholized beer & ciders, juice

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	Snacks: Chocolate bars, pretzels, chips, cookies, and ice cream novelties. Note other snacks are brought in for dance competitions (e.g., muffins, bagels, etc.)
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 (remove lipstick) before placing into the dishwasher. - Ensure white wine is put away in the fridge and use the wine saver vacuum pump to minimize air exposure. (is that what it is called?) - Put the coffee set up away - Wipe down bar surfaces and coffee machines. - Keep well covers open to melt the ice and dry quickly. - Wipe down all lobby tables and straighten chairs.
Emergency Procedures	- In case of an accident or incident, 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 & 8) or to attend to the patron, assuring them that someone is coming to assist. - In the event of a Fire Alarm/Evacuation: - At the sound of the first stage alarm, complete the current order and instruct patrons there may be an evacuation - If an evacuation is deemed necessary, give directional assistance to patrons towards the correct exit - Exit after patrons have cleared the area

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.