



## POURING WITH HEART • THE BARTENDER

We only have one rule, you must always Pour with Heart and Lead With Heart. As the bartender, you are the heart and soul of our company and the main reason why our guests return to our bars. Perhaps more than anyone else, you get the chance to embrace your individuality to create memories and meaningful connections, which is the heart of building regulars. While the act of bartending is fast paced, mentally and physically demanding, you must be like a swan on a lake; on the surface you are graceful and elegant, but below the surface you are constantly moving. As a bartender you are continually practicing responsible service, supporting your team, and stewarding every aspect of the guest's experience.

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*"A sage traveling all day is never far from the supplies in his cart, and however spectacular the views he remains calm and composed" - Lao Tzu*

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## THE GRIND - DRINKS ACROSS THE BAR

**KPI: All Guests are served responsibly, enthusiastically, and efficiently**

This is the **Grind** of your career position in which you should be spending as little of your time as possible in order to achieve the KPI. Accomplishing the **Grind** KPI lets you know that you are doing a **Good** job, but not a **Better** or the **Best** job possible. In order to focus on the next area of your career position, the **Bread & Butter**, you must have the Grind KPI achieved.

We are friends and family and it is important we all look out for each other, personally and professionally, this includes our teammates and our guests. The base level of bartending is to serve drinks across the bar quickly and with a genuine smile. Additionally you must always ensure that no one is overserved so as to provide a safe and enjoyable environment for everyone.

- Be punctual and ready to hustle
- Provide responsible service of alcohol and uphold the core values of this company
- Have your fellow bartenders' back when they cut someone off
- Identify issues with guests and solve or report to MOD
- Know all the products, drink recipes, and preparation techniques at your bar.
- Serve each guest with love, kindness and enthusiasm
- Lookout for and nurture your Barbacks

## THE BREAD & BUTTER - BUILD REGULARS

### **KPI: Create a community in your bar by building a network of staff and guests who call it home**

This is the **Bread & Butter** of your career position in which you will be spending the bulk of your time in order to achieve the KPI. Accomplishing the **Bread & Butter** KPI lets you know that you are doing a **Better** job, but not the **Best** job possible. In order to focus on the next area of your career position, the **Magic** you must have the **Bread & Butter** KPI achieved.

Building regulars, the core concept of Pouring With Heart, is the most integral KPI of any position in the company. Without regulars there are no bars, without regulars there is no Pouring With Heart and there is certainly no 2030 x 2030, this is how important your job is to this mission. Building regulars is the lifeblood that keeps our venues operating and able to grow into pillars of the community.

- Foster relationships and build community around the bar.
- Make a connection with every guest.
- Handle all guest transactions accurately, efficiently, and respectfully
- The small things go a long way
- Remembering drink orders, birthdays, names, etc
- Welcome people into the community and family of your bar
- Putting the napkin down, acknowledgement and participation go a long way in building regulars
- Respect every guest, even if sometimes you don't like them
- Welcoming back guests with a genuine smile
- Introducing regulars to each other and to your fellow bar team, this is a powerful tool

in Building Regulars.

- Mistakes happen, fail forward and go above and beyond to give the guest an experience they won't forget

## THE MAGIC - HEADS UP BARTENDING

**KPI: Every guest in your field of service feels like they are the center of the universe while you have a view of the entire universe**

This is the **Magic** of your career position in which you will be spending as much of your time as possible while still achieving the **Grind** and **Bread & Butter** KPIs. Accomplishing the **Magic** KPI lets you know that you are doing the **Best** job possible. We truly believe that if you are consistently achieving the **Magic** KPI that you are ready for a promotion in the Pouring With Heart Career Journey.

Cool, calm, and collected, Heads Up Bartending is an almost zen like state where no matter how deep the line is or how many drink tickets are in front of them. The bartender remains calm and focused without skipping a beat. Still able to greet guests, hold a conversation, and build round after round, all while maintaining a constant awareness about everything happening in the venue and around their well. This is the highest level of tending bar.

- Always be developing your craft, learn through listening, reading, and research
- Never appearing stressed or rushed
- Ensuring quality over convenience with every aspect of service
- Mise en place, you know exactly where everything is and exactly how to use it.
- Proper round building to ensure drinks are served in a timely manner, with no loss to quality.
- Always be aware of what is happening in your entire venue at any given time, from the back wall to the well.

## THE RHYTHM

These are the basics of how we meet and collaborate, and tools and systems you must know.

- MEETING RHYTHMS
  - We arrive on time, prepared and are fully present and involved in all meetings.
  - Attend monthly all staff workshops

- Be present, punctual and enthusiastic at each monthly workshop
- Engage in any relevant conversations
- This is your opportunity to push the venue forward and showcase any ideas you have for the bar
- Engage in ongoing training with your bar team
- Attend all 30, 60, 90 day check ins & career path check ins with the Lead Bartender.
- Attend Bi Annual Check Ins with your General Manager and Lead Bartender.
- Digital - Slack
  - Engage in your venues Slack channel where necessary

## **THE REQUIREMENTS**

- Complete STAR training

