

**BARTENDER
(Time-Based)**

APPENDIX A

O*NET-SOC CODE 35-3011.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

WORK PROCESSES

Approximate Hours

A. Workplace Knowledge and Orientation

50

1. Follow and enforce all workplace policies and procedures.
2. Understand and comply with all Local, State, and Federal liquor laws and regulations.
3. Adhere to rules and regulations established by government agencies (such as the New York State Liquor Authority).
4. Participate in all workplace events (e.g., meetings, conferences, training sessions, etc.), as required.
5. Complete other duties and assignments, as required.

B. Sanitation and Safety

200

1. Understand and adhere to all applicable code regulations (local, state, federal) to ensure sanitation and safety of the facility.
2. Understand and follow all safety and sanitation ordinances, as required.
3. Follow food and beverage safety regulations (including proper handling and storing), as required.
4. Maintain a clean dining, beverage, and work area, by engaging in actions such as:
 - a. Managing waste and removing trash
 - b. Unclogging sinks
 - c. Cleaning bar, work, and service areas
 - d. Cleaning tables, glasses, utensils, and bar equipment
5. Demonstrate proper clean-up techniques for major spills.
6. Report all unsafe conditions to management.

C. Supervision **50**

1. Supervise and coordinate activities of bar staff and food service staff, as appropriate.
2. Manage food and beverage service operations.
3. Monitor customers for excessive levels of Intoxication and recognize the signs of impairment.
4. Know when to refuse alcohol to customers showing signs of intoxication or impairment.
5. Assess needs for additions and/or changes to inventory of products.

D. Equipment **200**

1. Assess bar equipment for proper functioning.
2. Demonstrate proper techniques for tapping a keg (such as: chilling the keg, removing the valve cover, lining up and screwing in the tap, etc.).
3. Understand how to properly use soft drink dispensers.
4. Recognize the proper usage of refrigeration equipment.
5. Demonstrate proper usage of the Point-Of-Sale (POS) system for processing and recording transactions between the customer and the establishment.

E. Maintaining Equipment **200**

1. Move and sanitize moveable restaurant equipment (such as carts, tables, shelving racks, etc.).
2. Demonstrate proper techniques for cleaning countertops, such as:
 - a. Removing large food particles from countertop surfaces.
 - b. Applying sanitizer (and rinsing countertops/surfaces after use).
 - c. Removing excess moisture (using a clean, sanitized squeegee, followed by a clean microfiber cloth).
3. Demonstrate proper techniques for cleaning glassware, such as:
 - a. Emptying the contents of glasses.
 - b. Cleaning glasses in hot water with a detergent solution.
 - c. Rinsing glasses in another sink to remove extra traces of food or detergent.
 - d. Sanitizing glasses in a separate sink by soaking them

in hot water or sanitizer.

4. Demonstrate proper techniques for cleaning serving equipment, such as:
 - a. Pre-cleaning (removing dirt and food by sweeping, scraping, wiping, or rinsing with water).
 - b. Washing (using warm water and detergent).
 - c. Rinsing (removing detergents and any remaining food or dirt).
 - d. Sanitizing (eliminating or reducing microorganisms to safe levels).
5. Adhere to proper procedures and techniques for clearing keg lines, sanitizing soda guns and faucets, and cleaning glass washing systems.

F. Mixology

200

1. Demonstrate understanding and knowledge of alcoholic and non-alcoholic beverages, and their appropriate methods of preparation.
2. Develop knowledge of basic alcoholic drink combinations.
3. Identify drink recipes and ingredients for mixing cocktails (e.g., soda; vermouth; water; liquors; etc.).
4. Demonstrate the proper techniques for measuring and stirring.
5. Recognize the role of chilling and carbonation for certain beverages and alcoholic drinks.
6. Plan beverage menus and be able to answer any questions.
7. Plan and develop new cocktail recipes.
8. Respond to unusual or customized drink requests and employ knowledge of mixology to fulfil these requests.
9. Recognize when and how to prepare drink and cocktail mixes in advance.

G. Drink Presentation

50

1. Demonstrate knowledge of proper pouring techniques.
2. Understand proper techniques for the presentation and delivery of beverages.
3. Prepare fruits and vegetables for garnishes (e.g., slicing, chopping, juicing, mixing, identifying inedible garnishes (for customers), etc.).

H. Final Preparation and Presentation of Food **50**

1. Demonstrate knowledge of food menu items, and their preparation and ingredients.
2. Plan food and beverage menus for the bar area.
3. Prepare food and appetizers for cooking and serving in the bar area, if applicable.

I. Physical Environment **250**

1. Understand occupancy limits to ensure safety.
2. Oversee placement of tables and bar chairs to maximize efficiency.
3. Supervise the cleaning of public areas (e.g., counters, tables, furniture, floors), and bar items (e.g., glasses, cutlery, dishes).
4. Manage and maintain the back-of-the-bar area to ensure safety and sanitation.

J. Bar Supplies **250**

1. Stock serving stations or dining areas with food and supplies (such as: beer; wine; liquor; glassware; ice; and other bar supplies).
2. Maintain inventory and records of beers, wines, liquors, etc., and order materials, supplies, and equipment as needed.
3. Manage the operation of the bar and restock liquor and bar supplies, as necessary.
4. Oversee ordering of liquor, wine, and beer; ensure empty beer kegs are replaced.
5. Ensure bar area is fully and appropriately stocked with clean silverware and glassware; linens; paper products; etc.
6. Manage the ordering of bar accessories and implements (glasses, toothpicks, napkins, coasters, ice cubes, etc.).
7. Understand the proper inventory procedures for maintaining bar supplies.
8. Supervise and direct restocking processes.
9. Order additional materials and supplies as necessary.

K. Serving Bar Customers **250**

1. Demonstrate appropriate selling techniques (such as making recommendations for popular drinks, suggesting

upgrades to wine and higher-shelf liquors, recommending beers, ales, and wines, etc.)

2. Receive food and beverage orders; make recommendations as per customer preferences.
3. Promote daily bar specials.
4. Check identification of customers to verify age requirements for purchase of alcohol.
5. Demonstrate proper serving techniques for beverages; identify and use the appropriate glass and stemware that corresponds with each type of beverage.
6. Serve snacks or food items to customers seated at the bar area.
7. Collect payment for services.
8. Respond to customers through prompt and courteous service.
9. Interact with customers and respond to their needs and requests.
10. Work with staff to ensure prompt service, and relay complaints to manager when appropriate.
11. Handle unusual or disruptive behavioral situations.
12. Work with customers to resolve issues; learn when and how to remove hostile or disruptive customers (and when to involve security).
13. Monitor customers for intoxication level and when to deny service; arrange safe transportation, when necessary.

L. Opening and Closing

250

1. Understand the proper procedures for securely opening and closing the facility and preparing for shift changes.
2. Demonstrate proper opening and closing procedures (bar set-up and break-down procedures).
3. Examine bar area at opening of shift and follow appropriate set-up procedures.
4. Understand proper procedures and methods for processing customer bills and payments and ensure charges are accurate.
5. Ensure all receipts and transactions are balanced and reconciled.
6. Understand proper storage techniques for equipment, and alcohol and food items, at close of shift.

7. Clean and secure bar area at close of shift, per workplace procedures.

Approximate Total Hours 2,000

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>.

BARTENDER

APPENDIX B

RELATED INSTRUCTION

Safety and Health

1. All Applicable Local, State, and Federal Regulations
2. Agency-specific Laws and Regulations (e.g., New York State Alcoholic Beverage Control (ABC) Laws)
3. Sexual Harassment Prevention Training – must comply with section 201-g of the Labor Law
4. Occupational Safety and Health (OSHA) 10 – Culinary
5. Right-to-Know/Safety Data Sheets (SDS)
6. First Aid and CPR (minimum of 6.5 hours)
7. Automated External Defibrillator (AED) Training
8. Choking Hazards
9. Safety and Accident Awareness
10. Worker Safety
11. Fire Protection and Prevention
12. Fall Protection
13. Heat stress
14. Workplace Hygiene
15. Illness Prevention
16. Violence in the Workplace
17. Ergonomic Hazards

Workplace Job Skills

1. Overview of Workplace and Industry
2. Workplace Organization and Structure
3. Accounting/Cash Management
4. Bar and Lounge Management
5. Employment and Labor Rules and Regulations
6. Gender and Cultural Issues
7. Diversity, Equity, and Inclusion
8. Leadership Skills
9. Motivation Techniques

10. Communication Skills (Verbal and Non-Verbal)
11. Team Building, Delegating, and Problem Solving
12. Customer Service and Relations
13. Customer Behavior
14. Service Breakdown and Service Recovery
15. Promoting Customer Satisfaction and Loyalty

Trade Skills and Theory

1. Alcohol Server Training
 - a. Recognizing and Dealing with Intoxicated Individuals, and the Signs of Intoxication
 - b. Checking for Proper Identification
2. Mixology
 - a. Distinguishing Between Spirits and Liqueurs, and Different Alcohols (Beer; Wine; Heated Drinks; Mixers)
 - b. Preparing Mixed Drinks (Custom and Creative)
 - c. Preparing Recipes
3. Wine Service
 - a. Fundamentals of Wine Service
 - b. Equipment
 - c. Techniques for Opening a Variety of Wine Bottles
 - d. Service of Wines (Techniques and Key Elements)
 - e. Pairing Wine (with Meat; Poultry; Fish and Seafood; Cheese; Spicy Foods; Desserts)
4. Food and Menu Preparation
5. Bar Tools and Equipment
6. Glass and Stemware
7. Bartender Resources, Guides, and Materials
8. Inventory Management

Additional Topics as Required

A minimum of 150 hours of Related Instruction is required for each Apprentice each year.

Appendix B topics are approved by New York State Education Department.