

The 30-60-30 Rule

The **30-60-30** is the pace we expect our bartender to serve our customers in every aspect of the bar.

30-60-30 stands for the amount of seconds it should take.

30 seconds to acknowledge the customer approaching the bar.

60 seconds to serve the customer with all their drinks.

30 seconds to complete the cash transaction for the customer.

If this standard of service is kept up you will be 50% of the way to being a professional bartender.

Management Service Time

Periodically management will clock service time and ask you too raise the speed and level of awareness to the levels required to meet customer demand.

Calling Order

The calling order is a system designed to offer the customer the correct drinks at the correct temperature and to increase speed of service and to memorise orders.

-The calling order is: cocktails, bottles, soft drinks, spirits and mixers, wine and draught beer.

Multi Orders

Going back to the 30-60-30 rule, once you are competent, you may acquire the knack of serving more than one customer at a time. e.g. if the customer you are serving is asking others in his group what drinks they require and you know that the guy next to him just wants two Bud, serve him, then return to your first customer. Do not try to attempt this until you are confident that you can manage to give the two customers the correct drinks and change.

Customer Recognition

It is very important when serving on a busy bar to let waiting customers know that you have recognised that they are waiting to be served and will be next in line or second in line or third but what is crucial is that they can relax in the knowledge that are now on your radar to be served.

