



## New Starter Welcome Guide (Aquaint UK Hospitality)

Welcome to **[Your Company]**! We're thrilled to have you join our team. This guide will walk you through what to expect as a new starter in our hospitality team and how to use our Aquaint app for daily tasks and communication. It's designed to be mobile-friendly, so you can read it easily on your phone via the Aquaint app.

### Welcome to the Team

**Our Mission & Values:** *[Your Manager will insert the company's mission statement and core values here].* We believe in upholding these values every day – from providing excellent customer service to supporting each other as a team.

**Professional Behaviour:** We expect all team members to act with integrity, friendliness, and respect. You are the face of our business, so always maintain a positive attitude with customers and colleagues. Remember that front-of-house staff are the “*face of any hospitality establishment,*” ensuring every guest has a smooth, enjoyable experience.

**Personal Hygiene:** Good hygiene is essential in hospitality. Start each shift clean and in full, washed uniform (including any required hair nets or PPE). Wash your hands frequently, especially when handling food or after cleaning, to uphold food safety standards. By law, food handlers must follow strict hygiene practices to keep food and customers safe.

**Punctuality:** Always arrive on time (or early) for your shifts. Being punctual shows respect for your team – and it ensures we can open on schedule and serve customers without delays. If an emergency will make you late, notify your supervisor as soon as possible.



**Communication:** Keep communication clear and professional. Listen to instructions, ask questions if you're unsure, and let your team know if any issues arise. We use Aquaint to document our work, so that everyone stays informed in a work-friendly, GDPR-compliant way. Check the app regularly for updates or tasks and respond promptly when needed.

## Legal Basics for Hospitality

As a hospitality employee in the UK, you have certain legal responsibilities. Here's a summary of the key areas:

- **Food Safety & Hygiene:** You are legally required to handle food safely. Follow all training about preventing contamination (e.g. separating raw and cooked foods, proper cleaning) and temperature control. Keep the kitchen and service areas sanitary and adhere to daily cleaning checklists. If you're unsure about a procedure, ask – everyone must **co-operate with food safety policies and training**. Failing to maintain hygiene can risk customer health and breach the Food Safety Act.
- **Allergens:** UK law requires that we provide accurate allergen information to customers for every dish. There are 14 major allergens (like peanuts, gluten, milk, etc.) that must be declared if they're in a recipe. Learn which menu items contain common allergens by heart or know how to quickly check Aquaint's allergen info section. Always double-check whether a customer has any allergies – never guess. Prevent cross-contamination in preparation (e.g. use separate utensils for allergens). **All staff must be trained on allergen awareness**, so if you haven't yet, you'll receive training soon. This is vital for customer safety (and it's the law).
- **Health & Safety:** We all must take reasonable care of our own health and safety and that of others. Follow the company's health and safety rules and use any protective equipment provided (like cut-resistant gloves, nonslip shoes, etc.). **Do not misuse or bypass safety measures** – for example, never block fire exits and always use guards on equipment. Report any hazards (like a spill or broken equipment) immediately to a



supervisor so we can address it. If you injure yourself at work or notice a potential safety risk, inform management and log it in Aquaint's incident report feature. We conduct regular safety checks, and as a team member you might be asked to help ensure everything is in order (from safe food storage to correct chemical use).

- **Fire Safety:** Be aware of our site's fire safety procedures. On your first day, you'll be shown the fire exits, alarm points, and assembly area. **Know the alarm signal** and evacuate customers safely if it sounds. Keep exit routes clear of obstructions at all times. Only use a fire extinguisher if you're trained and it's safe to do so – otherwise, your job is to raise the alarm and help get everyone out calmly. Fire safety training is a legal requirement for staff, and new team members are typically briefed at induction. If you haven't had a fire briefing, ask your supervisor. Remember: never risk your life for property – people first, then property.
- **Licensing (Alcohol Sales):** If your role involves serving alcohol (e.g. bar staff or waitstaff serving drinks), you **must follow UK licensing laws**. It is a criminal offence to sell alcohol to anyone under 18 – always check photo ID (Passport or UK driving licence, or approved 18+ card) if a customer looks under 25 (our venue operates a "Challenge 25" policy). No ID, no sale. It's also illegal to serve alcohol to someone who is clearly intoxicated – if a guest is too drunk, get a supervisor involved to handle it safely. As staff, you have a duty to monitor alcohol service and keep customers safe. Additionally, observe any specific licensing hours and rules our venue has (your manager will brief you if any apply, like last call times or drink limits for certain events). Breaking licensing laws can result in heavy fines or loss of our licence, so take this seriously. When in doubt, pause and ask your supervisor.

## Using the Aquaint App

Aquaint is our all-in-one workplace app for our venue. It will be your go-to tool for daily checklists, logging compliance tasks, viewing important info like



allergens, and keeping up with announcements. Here's a quick how-to for the main features you'll use:

- **Logging In:** Download the **Aquaint** app on your smartphone (iOS or Android) and log in with the credentials you set. The app is designed to be mobile-friendly and intuitive, so you can use it during your shift as needed without hassle.
- **Checklists:** Aquaint provides digital checklists for routine tasks (no more paper tick sheets!). For example, you might have an “Opening Checklist” at the start of the day or a “Close Down Checklist” at end of shift. Tap a checklist to open it, then tick off items as you complete them. The app will save your progress and managers can see when it's done. These checklists help ensure we don't miss any steps – from cleaning tasks to setting up areas. Aquaint makes it easy to **“keep track of regular tasks like opening up in the morning or conducting stock checks”** via checklists, helping us stay consistent every day.
- **Creating Tasks:** To create your own tasks, such as Handover Notes, click on the **+ button** and then **Create Task**. When you finish a task, mark it complete in the app. This updates the team that it's been done. If you notice something that needs doing (like a spill that needs mopping or a stock refill) and it's not on your list, you can also log it as a task or inform your supervisor. Aquaint helps **keep everyone updated in real time with task status and alerts**, so we all know what's been done and what's pending.
- **Temperature Logs:** To log compliance tasks such as Fridge Temps, click the **+ button** then **Add Log**. This is where you'll see all the required and best practice forms you'll need to record (depending on your role). You can save these as drafts by clicking on the **< button**, saving your progress on your device only. This is useful when recording cook/cool or hot hold temperatures.
- **Documents & Policies:** Important documents are stored in Aquaint for easy access. In the **Documents** or section in the left side bar, you'll find files like this New Starter Guide, our detailed Food Safety Policy, the

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Employee Handbook, recipes or menu info, etc. These are read-only resources for you. Whenever you need to reference a procedure or look up a policy, just open the app and find the document instead of flipping through paper manuals. The app ensures that **detailed guides and training info are at your fingertips**, even for site-specific processes, which helps you get up to speed faster. Take some time in your first week to read through the key documents there (especially anything assigned for you to sign in the **Requests** tab). The app might also track whether you've opened or acknowledged certain documents (for compliance training purposes).

- **Allergens Lookup:** Aquaint gives **instant allergen insights** for our menu. There's an **Allergens** section in the left side bar where you can quickly search any dish and see which allergens it contains. If a customer asks "Does that salad contain nuts?" you can open the app, go to **Allergens**, and find the salad to confirm what allergens are present – without having to run to the kitchen. This feature allows users to inform guests about suitable dishes instantly, eliminating kitchen trips. Ensure you familiarise yourself with this section – it could be lifesaving for someone with allergies. Always double-check here or with the chef if you're not 100% sure about allergen info. (Note: This tool should be kept up to date by our kitchen team – if you ever notice a discrepancy between the app and what you've been told about a recipe change, alert a manager.)
- **Announcements & Communications:** Instead of using noticeboards or mass texts, we post announcements in Aquaint. The **Announcements** section will have any broad messages from management – e.g. a note about a new menu launch, changes in opening hours, staff meeting schedules, or congratulating the team on last week's performance. Aquaint announcements are a *GDPR-friendly way of broadcasting messages* to the team.
- **Compliance Logs:** Aquaint also includes digital forms for things like incident reporting and refusals. If you need to fill out an incident report (for example, a customer had a slip but is okay, or you cut your finger slightly), click the **+** button then **Add Log** and go to the **Compliance Logs**



section. There you can enter details of what happened. This satisfies our legal record-keeping and alerts management instantly. The app's incident management features ensure nothing gets lost. Similarly, if a piece of equipment is broken, use the **Create Task** function to assign a maintenance task in the app, rather than just telling someone verbally (though do that too if it's urgent). Aquaint will pass the info to the right people and create a trackable record.

**Quick Tips:** Always **keep your app notifications on** – Aquaint can send push notifications for new tasks or urgent announcements (like a change in tonight's schedule). If you encounter any technical issues with the app (e.g. login problems or a checklist not loading), let your supervisor know; we have support to help with tech issues. Aquaint is there to make your job easier – it centralises information and tasks so you can spend less time on paperwork and more time with customers. Embrace it, and don't hesitate to explore its features.

Now, let's go over some specific pointers for your role. We've prepared guides for each major role in our venue. Find the section that matches your position (and feel free to read the others too, so you know what your teammates are up to!).

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## Bar Staff (Bartender) – Beverage Service

### Role Overview:

As a **Bar Staff/Bartender**, you're in charge of our customers' drink experience. You will **mix cocktails, pour beers, serve wines and soft drinks, handle bar payments, and engage with customers** at the bar. The bar is often a social focal point, so you'll be chatting with guests, making recommendations, and keeping the atmosphere lively yet professional. You also have critical responsibilities: checking IDs for age, ensuring no one is overserved (monitoring intoxication), and keeping the bar area safe and clean. Bar work involves busy rushes (like just after work hours or during events) and quieter times where you can prep garnishes or clean. You need good memory for

recipes, a responsible attitude towards alcohol service, and speed/efficiency. You'll also coordinate with FOH servers (for drink orders they take at tables) and sometimes with the kitchen (for bar snacks or food orders if we serve at the bar). It's a role that mixes customer service with technical skill in drink-making.

### **First-Day Priorities:**

- **Bar Setup Tour:** Get familiar with the bar layout – know where all the bottles are (spirits typically arranged by type or alphabetically, wines maybe in a fridge or rack, beers on taps and fridges for bottled/canned beer). Learn the location of glassware (pint glasses, wine glasses, cocktail glasses), mixers, garnish station, ice machine, blender, etc. Know where the cellar is and how to change the gas and kegs. Understanding the physical layout is key to moving quickly later.
- **Introduction to Key Drinks:** You'll likely be shown how to pour a perfect pint (if unfamiliar with a particular beer or system, e.g., how to pull a pint of Guinness vs a lager – there's technique), and how to make a couple of the most popular cocktails on our menu. Don't worry about memorising all recipes Day 1, but start with the basics: e.g., our house gin & tonic serve (garnish, glass type), our best-selling cocktail (how to build or shake it), etc. Note any special garnishes or presentations we do and how to use the coffee machine if we have one.
- **POS System & Ordering:** Learn how drinks are entered into the till/POS. There might be specific buttons for "Large Wine 250ml" vs "Small 125ml," or modifiers for cocktails (extra shot, etc.). Practice inputting a few orders under supervision and printing a bill. Also understand how bar orders come in from servers – likely via tickets or an order display when servers enter drink orders from tables. Make sure you know how to read those and prepare accordingly.
- **ID Check Policy:** The manager will brief you on our **Challenge 25** or ID policy: basically, always ask ID for anyone who looks under 25. Know what IDs are acceptable (passport or driving licence). If in doubt, refuse service

politely. Role-play a scenario maybe, so you're comfortable saying, "Sorry, I need to see some ID before I can serve you."

- **Responsible Service:** They will also outline how to handle if someone is drunk – you must not serve them more alcohol. On Day 1, you might not encounter it, but at least know signs: slurred speech, staggering, excessively loud, etc. And then the approach: get a supervisor to assist with refusing service or offering water/food instead. We have a duty of care and legal obligation not to overserve.
- **Aquaint Features for Bar:** See if Aquaint has a **Bar opening/closing checklist**. For example, an opening list might include: "Count and verify float (cash) at bar till," "Check CO2 for draft beers," "Cut fresh fruit garnishes (lemons, limes, etc.)," "Polish glassware." Closing might include: "Do stock count of certain items," "Clean beer lines if scheduled," "Lock beer fridge," etc. Get an overview of what those tasks are, maybe do one or two with supervision.
- **Shadow Service:** On your first shift, likely you'll shadow a senior bartender. Watch how they interact with guests ("Hello! What can I get you?" etc.), how they multitask (maybe pouring two beers while a cocktail glass is chilling, etc.), and how they keep the bar top clean. You'll soon jump in to pour easy drinks or fetch bottles. Try a few tasks hands-on: pour a soda from the gun, add ice correctly, make a simple mixed drink. They might have you practice a popular cocktail to build muscle memory.
- **Safety Basics:** Behind the bar, safety includes handling glass (if one breaks, clean immediately thoroughly to avoid shards in ice or garnishes), using a knife for garnishes safely, not overloading tray of glasses, etc. Also note where fire extinguishers are (there might be a CO2 extinguisher near bar for electrical fires like a blender or cooler, and possibly a wet chemical if small fryer for bar snacks).
- **Cash Handling:** You'll be taught how to cash up or at least how to handle payments. Likely on your first day, a supervisor will do closing cash count with you observing. But practice how to take card payments (contactless vs PIN, handling the machine), and how to process cash and give change

correctly. Also ask about if we hold tabs and how (some systems keep a card behind the bar or digitally hold an open check). Knowing the procedure prevents mistakes like unpaid tabs.

### **Key Responsibilities:**

- **Making Beverages:** This is the core – preparing all drink orders accurately and efficiently:
  - **Draft Beer/Cider:** Pour pints and half-pints correctly. Each brand might have an optimal pour method (angle the glass, let settle, top up, etc.). Avoid excess head (foam) or spillage (which wastes product). Regularly check keg levels and change kegs when they blow – follow correct keg-changing procedure (to avoid foam explosions and ensure connections are tight). Also monitor quality – if beer looks flat or off, there might be an issue (CO2 low or line dirty). You will be expected to clean the lines once a week.
  - **Spirits and Mixed Drinks:** Measure spirits using the legal measures (e.g., 25ml optics or jiggers). Don't free-pour unless we have measured pour spouts and even then in the UK, legal measures are enforced. Build mixed drinks in the right glass with correct garnish (e.g., gin & tonic with lime wedge, tall glass with ice). Remember to ask mixer preferences if not specified (tonic, diet coke, etc., as needed).
  - **Cocktails:** Follow recipes for cocktails precisely to ensure consistent taste. Use the proper techniques (shaking, stirring, muddling) and glassware. A spec sheet or menu is usually available; you can also often find them on Aquaint or a manual. Presentation is important: some cocktails need a specific garnish or even flame/decoration – do them as trained. If you're unsure about a request for a cocktail not on our menu, either politely say we can't do that, or check with a senior if we have the ingredients and know the recipe. It's better to confirm than to guess a recipe incorrectly.
  - **Hot Drinks (if bar handles coffee/tea):** Sometimes bartenders also make coffees, especially in pubs. If so, learn the basics of using the

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coffee machine, steaming milk, etc. Serve tea properly (pot, cup, milk on side). These might not be primary but must be done well too.

- **Customer Service at Bar:** Bars are social spaces. Greet customers promptly when they approach. Even if you're busy, a quick "Be with you in a moment!" goes a long way. Engage in friendly chat if appropriate (many regulars love a bit of banter with the bartender but always keep it appropriate). Know the products to make recommendations: e.g., be familiar with our beer selection and basic flavour profiles, know a few wines to suggest, and understand the cocktail list to recommend a popular one. Also handle questions: often customers ask "What do you have on tap?" or "What wine is sweet?" – be ready to answer. Maintain a **5-star customer service attitude**: smile, please/thank you, and make every guest feel welcome. For table service in bar area, if any, communicate with servers or help deliver drinks as needed.
- **Maintaining Cleanliness and Order:** A clean bar is inviting and safe. Constantly do small cleaning tasks:
  - Wipe the bar counter regularly, especially after making a sticky cocktail or if a drink spills.
  - Keep bottles and tools organised; put things back in their place after use so you're not scrambling.
  - Wash or swap out used shakers and strainers after each use (so flavours don't mix and they stay hygienic).
  - Remove empty glasses from the bar top, dispose of contents in sink and garnish catcher then bin and either wash them or put in a bus tub for KP to wash. Don't let dirty glasses pile up visibly.
  - Keep the floor dry (spilled drinks or melted ice can cause slips) – there's usually a rubber mat but still be cautious.
  - Follow **clean-as-you-go** for garnishes: if you cut lemons, clean the cutting board and knife right after, store the lemon slices covered, date labelled and tell the team where the backup lemons are so they stay fresh and hygienic.

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- End of night: do a thorough clean (more on that in closing tasks).
- **Stock Management & Restocking:** Bar staff need to ensure the bar is always stocked during service:
  - Regularly check ice levels and refill from the ice machine (never let it run out mid-rush).
  - Replenish garnishes (slice more fruit if running low, etc. but avoid slicing way too much that will waste).
  - Restock fridges with backup bottles of beer, wine, soft drinks when you have a moment (especially before a busy wave, quickly top them up so you're not running to storage mid-service).
  - Monitor keg levels; when one is nearly empty, have a replacement keg ready to swap during a lull. - Ensure you have enough clean glassware; if not, prioritise washing glasses or signal a KP to help if available.
  - Keep track of high-selling items; if something is 86'd (out of stock) like a certain beer, update the POS or put a note so others know and offer alternatives.
- **Cash Handling & Transactions:** You often handle payments directly. Be accurate:
  - For each order, input correctly to avoid cash discrepancies and to maintain inventory tracking.
  - If someone orders multiple rounds and wants to keep a tab, know how to do that in the system (open a check under their name or card).
  - Make sure to give correct change. Count it out to the customer if cash. For card, ensure the transaction says approved. Handle receipts (some customers need a receipt, especially if business expensing – always offer it or place it on bar).

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- Keep your cash drawer organised. During lulls, if there's a lot of cash, you might be asked to do a "cash drop" for security (putting some notes in a safe). Follow those procedures or get a manager if till float is getting too low or you need more £20 notes for example.
- At closing, you might tally the register. Be meticulous. If any discrepancy, report it. Do not take or borrow cash from the till (obviously).
- **ID and Alcohol Law Compliance:** As mentioned, always ID under-25s (or whatever our policy states). And absolutely refuse service if no valid ID. If a group is getting drinks and one looks underage and has no ID, by law you cannot allow an adult to buy alcohol for them either. This can be tricky but stand firm – "I'm sorry, I can't serve you alcohol as you're not of age / have no ID." Most people understand; if not, get a manager.
  - Keep an eye on patrons' consumption. If someone has had several strong drinks quickly, check in on them. We want them to have fun but safely.
  - It's illegal to serve someone who is clearly intoxicated. Use tact: often best to involve a manager or security if present. Offer water, suggest a pause. We might have internal code words for cuts (like telling a colleague "no more for that customer").
  - Do not ever tamper with drinks – obvious, but must say. If a customer leaves a drink unattended and someone else messes with it, that's something to watch too (safety of customers – if you suspect a drink was spiked or contaminated, discard it and inform the person).
  - Follow rules on serving measures. E.g., in UK, shots are typically 25ml or 35ml depending on license; ensure you know which we use and use the measuring tools. Free pouring to "look generous" can break the law and cost us money in lost stock.

### **Bar Opening & Closing Routines:**

- **Opening (if you're first bar shift):** Count the float (starting cash) and note it. Do a quick inventory of the bar (anything missing? report if so).

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Cut garnishes fresh (lemons, limes, oranges, etc.), prepare any syrups or purees needed, check coffee machine or other equipment is on and ready. Ensure all surfaces are clean from the night before, and glassware is polished. Unlock spirits cabinets or fridges as needed. Maybe put out bar mats and set up tools (shaker, jigger, bar spoon, etc.).

- **Closing:** Clean thoroughly: wipe down all bottles if sticky, clean the bar top, wash all remaining glasses, and run glasswasher one last time then clean it. Melt and discard leftover ice (don't leave it to melt in the bin as that can breed bacteria; empty and wipe the ice well). Cover or put away garnishes (or toss if they won't be good next day, as per our policy). Take out bar waste (like lemon peels, etc., which can smell by next day). Sweep and mop behind the bar. Tally your register and secure cash as directed. Turn off appliances (except fridges!). Make sure beer taps are properly off – sometimes lines need cleaning (schedule might say clean lines twice a week, which might be a duty at closing – follow the process if it's your night for it). Ensure lines are wrapped in clingfilm or have caps put on to prevent bacteria or flies going up the open line. Lock up spirits (some bars lock expensive spirits or the beer taps if accessible). We likely have a checklist for closing to ensure nothing is missed (like "Check CO2 is off if required," "Put stools up on bar" if we do that for floor cleaning, etc.).
- **Collaboration with FOH:** You're part of the wider team. When waitstaff bring drink orders, try to prioritise making those in the sequence of table service as well as bar customers. Communicate if there's a delay ("Tell Table 12 their cocktails will be up in 2 minutes, just finishing shaking them"). If FOH is busy, sometimes bar staff might run drinks to tables close by, or conversely, FOH might come behind bar to grab easy drinks like water – coordinate smoothly. Also, share info: if you notice a customer looking unwell or acting off at the bar, alert their server or manager.

### Typical Shifts:

- **Daytime vs Evening:** If we open for lunch, day shifts might be slower, focusing on restocking, prepping garnishes, maybe making batches of

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cocktail mixes (like jug of sangria or syrup) and serving a trickle of orders. Evening shifts (especially weekends) are the busiest – you might have a constant line at the bar.

- **Peak Hours:** Usually just after work (5–7pm) for happy hour and then later at night (8–10 or 11pm) depending on if we have late-night crowd. Identify the lulls (maybe around 4pm or 9pm if between waves) to catch up on cleaning or restocking.
- **Solo vs Team:** Sometimes you'll work alone at quieter times, other nights you'll have a barback or a second bartender. When multiple on duty, divide tasks – one can handle mostly cocktail shaking while another pulls beers and handles bills, for example, to maximise efficiency. Communicate who does what.
- **Weekends:** Expect to be on your feet for long periods. Possibly live music or events could make it even busier. Keep earplugs handy if it's loud or at least be aware to protect hearing. Also, more crowd management might be needed on packed nights – know when to call security or manager if someone is too rowdy.
- **Cut-off times:** Be aware of last call procedures (in UK, if we stop serving at say 11:30pm by license, last call might be 11:15, lights up at 11:30). Don't serve past allowed times – it's a serious licence breach. You may have to politely ask customers to leave if they are not going – try saying something like: “can I book your group a taxi?”. After closing time, no one (including staff) should consume alcohol on site unless license or manager permits in a special scenario.
- **Breaks:** Bar often doesn't have scheduled break at peak times but ensure to hydrate and take short bathroom breaks when you can. If a colleague can cover you for 5 minutes, take that chance to rest your hands, stretch your back and get some fresh air– bar work can be physically taxing (lifting crates, repetitive motions shaking cocktails).

### **Must-Know Policies (Bar):**

- **Licensing Laws:** You must follow the laws and our license conditions exactly:
- **No underage service:** Already covered – strict ID policy.
- **No service to intoxicated persons:** Legal requirement – we can be fined or lose license if we do. Also note, it's illegal for other customers to buy for a drunk person too, so if you cut someone off, you can't then let their friend get them a drink either.
- **Service Hours:** Only serve alcohol within the permitted hours. Also, if our license says outside area closes earlier, ensure no drinks outside after that time.
- **Takeaway alcohol:** If a guest wants to take an unfinished wine bottle home (with cork in) or takeaway beer, know if that's allowed under our license. Many places permit sealed wine but not open containers to go. Also, some local laws: e.g., in UK no drinking outside the premises in public beyond licensed area – so advise customers accordingly.
- **Drugs and Illegal Activity:** If you suspect drug use or other illegal stuff in the bar (someone snorting something, etc.), get security or manager. We have duty to maintain a safe environment.
- **Allergen Information for Drinks:** This is sometimes overlooked, but some drinks can have allergens (e.g., certain cocktails have egg white, nut liqueurs like amaretto (almond), dairy in Irish cream or heavy cream in some cocktails). Know these and be ready to inform or find out. For example, if someone says they have a nut allergy, ensure you omit nut garnishes and maybe avoid cocktails with nut ingredients. Use clean shakers if making an allergen-free cocktail that normally had an allergen. Cross-contamination is lower risk in drinks but still real (e.g. using same shaker that had amaretto for next drink). Aquaint has an allergen list for beverages too – check if so. Also, if we serve food at the bar, be aware in case customers ask you questions (often they do if sitting at bar). Know where to find that info or whom to ask. If having a snack or break with food,

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wash your hands thoroughly before serving another customer or touching any equipment.

- **Health & Safety:** Most is common sense but important: no glass in ice bins (if a glass breaks anywhere near ice, assume ice is contaminated with shards – melt and dump it all, clean bin, refill fresh). Similarly, if glass breaks on floor, thoroughly sweep and mop; use a flashlight to find tiny shards. Broken glass must go into separate broken glass bin (usually a cardboard or special container) – not in regular waste where it could injure someone. Don't let cords (like for blender) be trip hazards. If you cut fruit, knife safety applies (use a cutting board, not in your hand).
- **Fire:** Bars have electrical equipment (coolers, blenders, maybe coffee machine). If something electrical faults (smells like burning), unplug it and report. There might be a lot of flammable alcohol – keep flames (like if we do flame a cocktail or have candles) away from bottles. Know where fire extinguisher is if something ignites (like an alcohol fire – CO2 or dry chem for small ones).
- **Ergonomics:** Lift heavy kegs or crates properly (bend knees). Don't carry too-tall stacks of glassware – rather do more trips. Wet hands can cause glasses to slip – dry them. If slicing garnishes, concentrate and keep boards as dry as possible to avoid cuts.
- **Service and Behaviour:** No drinking on the job unless given a small tasting for training purposes by manager. No pocketing cash or giving out free drinks – only managers authorise comps. Keep personal phone away unless emergency; focus on customers. Also, be mindful of language/jokes – maintain a friendly but respectful tone (some bar banter can become too informal; gage the crowd).
- **Dress Code:** Usually we require neat appearance (maybe a uniform or just all black). For safety, likely no open-toe shoes behind bar. Tie hair back if long. Minimal jewellery that could fall into drinks. Possibly a branded apron.
- **Handling Intoxicated Patrons:** We touched on refusal of service. Also follow any procedure if someone needs to be removed (call security or manager, don't do it solo unless trained and safe). We want customers

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safe: call taxis for those who need, offer water and a seat if someone feels ill (and get help). Document incidents where needed (like if a fight breaks out or someone harassed you or others, report it).

- **Promotions and IDs:** If we run promotions (like 2-for-1 cocktails), ensure to apply fairly. If we check IDs for age, also know about **Challenge 25** signage and how to record any refusal (log in Aquaint to show due diligence – “Refused sale: 5/10/2025 10pm, male approx. 17 no ID, attempted to buy beer.”).
- **Money Security:** You might handle significant cash. Never leave the register open or unattended. If someone attempts a distraction theft or confusing scam (like asking to change large bills multiple times), be cautious – these are common bar scams. When in doubt, politely decline complicated money exchanges and call a manager. Always lock up end of night properly.

### **Aquaint Checklists & Tools (Bar):**

- **Opening Checklist:** In Aquaint, bar opening tasks might include: stocking garnishes, tasting beer lines (pour a small sample to ensure no off taste after cleaning), counting key stock (perhaps count top shelf spirits or wine by the glass stock to track usage). Tick them off as you do them.
- **Closing Checklist:** Likely lots of cleaning tasks: clean beer taps (wipe and cover with clean cloth or cap), backwash coffee machine, soak pour spouts in sanitiser, etc. and administrative ones: “Reconcile cash = done” or “Lock spirits store.” Use Aquaint to ensure each step is done and not forgotten in tiredness at 1 AM.
- **Line Cleaning Schedule:** Beer lines typically cleaned every week or two (some do weekly, some every 2 weeks) – Aquaint may remind “Beer line cleaning due today.” Follow the procedure (usually involving flushing lines with cleaning fluid then water). It’s often done in mornings. If it’s your duty, make sure to do it and log it. Clean lines keep beer quality high.
- **Inventory Checks:** We might use Aquaint to do regular stock counts. For example, each night or week, count high-value stock like spirits, or do full

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bar inventory monthly. The app might have a list you fill in (like how many bottles of gin left). Accuracy matters to catch theft or usage rates. If integrated, it might even flag when to reorder. Use it properly – it can save headaches by ensuring we don't run dry on popular items.

- **Incident Reports:** If an incident occurs (fight, injury, refusal of service), log it. Aquaint can record details which is great for our protection (like if someone we refused later claims discrimination, we have logs showing they had no ID or were too intoxicated). Also note any fake IDs encountered (management might forward that to authorities, etc.).
- **Training Docs:** There could be reference docs in Aquaint: e.g., a **Cocktail Specs**, or **Wine Tasting Notes**, or the **Bar Brand Standards**. Use these to study and improve knowledge. Also, maybe a short course on “Responsible alcohol service” in app to complete.
- **Announcements:** Check if managers post daily updates – e.g., “New beer on tap from today – a local IPA, here's its tasting notes” or “We're out of Mojito mint leaves, don't sell Mojitos tonight.” Aquaint announcements will keep you updated. Also, after events, sometimes feedback is shared (“Great job Friday team, record sales!” etc.).
- **Communication:** If you need help or run out of something, you might ping a message on Aquaint (to a group like “Managers” or “All Staff”). For example, “We ran out of Prosecco at 9pm – need urgent restock from cellar.”
- **Task Scheduling:** The manager might assign bar staff tasks via Aquaint, like “Monthly deep clean of bar fridges – due by next Monday.” Be aware and complete those tasks, marking them done in app.

### **Reporting Issues (Bar):**

- If a **customer is problematic** (harassment, attempting theft, etc.), involve manager/security and fill out an incident report in Aquaint. Document thoroughly, including names/descriptions if possible. This can be vital if there's any follow-up (police or banning a customer).

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- If you **break a bottle or equipment**, report it. A broken expensive bottle of spirits might require an entry in wastage log (for stock and cost tracking). Equipment issues (blender not working, cooler too warm) – log a maintenance issue in Aquaint so it gets fixed. Meanwhile, adapt (use another blender or serve drinks that don't need it).
- **Stock Discrepancies:** If you notice theft or a big discrepancy (like a whole case of wine missing), inform management immediately. We might have cameras, etc., but timely reporting can prevent further loss.
- If you **are overwhelmed** because a surprise rush came and you're alone, message or call for backup. Perhaps a floor server or manager can jump in to help at bar if needed. Don't let service collapse – asking for help is better than slow service and angry customers.
- **Personal safety/comfort:** If someone is sexually harassing you or making you uncomfortable, discreetly inform a manager or colleague. They can step in or remove that person. Log serious incidents. We want a safe workplace.
- **Ideas/Feedback:** If you have suggestions (like “A lot of people ask for non-alcoholic beer, maybe we should stock one?”), share with managers. Your frontline insight is valuable. Also, if you think a certain process isn't working (like the brand of jigger is hard to use), bring it up – maybe there's solution (different tool).
- **Allergic Reactions or Emergencies:** If ever a customer has an allergic reaction to a drink (rare, but e.g. someone didn't realise a cocktail had egg white and they're allergic), that's an emergency – call first aider/ambulance. Afterwards, report in detail on Aquaint.
- **Maintenance of bar area:** If you spot a needed repair (wobbly bar stool, flickering light, drip under sink), log it so it gets fixed. Small things can become big if ignored (e.g., water drip can lead to mould or floor damage).