9   BAR OPERATIONS

Prerequisite: None   Credits: 4

Overview

This course will introduce students to techniques in the service of beverages. Beverage operations with emphasis on management and operational controls will be examined.

General Objectives

This course is designed to:

1   equip the student with the background and service of alcoholic and non-alcoholic drinks including a variety of wines suitable for service in a variety of bar and restaurant outlets
2   enable the student to take a responsible approach to the service of alcoholic beverages
3   develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

1   identify the fundamentals of a beverage operation inclusive of physical components.
2   demonstrate sales techniques.
3   prepare beverages and perform beverage service.
4   describe major characteristics of alcoholic products and non-alcoholic beverages.
5   discuss local legislation relating to the sale of alcohol beverages.

Topics

1.0 Introduction to the Bar Operations

Objectives

Upon completion of the topic the student will be able to:

1.1   define the term "bar"
1.2   illustrate the layout of the bar
1.3   discuss the duties of a barman, a bar waiter/waitress and a bar porter
1.4   describe the different types of bar operations
1.5   discuss the social and legal responsibilities of the bartender
1.6   identify different types of customers found in bars

Content

- What is a bar?
- Types of bars.
- Duties of a bar staff.
- Role and responsibilities of bartenders
- The physiology of alcohol
- Types of customers

2.0 Bartending Equipment and Tools

Objectives

Upon completion of the topic the student will be able to:

2.1   identify the basic bartending equipment and tools
2.2   operate the bar equipment
2.3   describe the use of equipment and tools.

Content

- Blender
- Crusher
- Ice machine
- Jigger
- Shaker
- Strainer
- Mixing glass
- Cutting board
- Knife
- Stirring spoon
- Optics

3.0   Glassware

Objectives

Upon completion of the topic the student will be able to:

3.1   identify the names, sizes and uses of glassware for the bar
3.2   describe how to wash and polish glasses
3.3   discuss how to frost, rim and chill glassware.

Content

- Name, sizes and uses of glassware
- Washing and polishing techniques
- Frosting and chilling of glassware

4.0   Bar Sanitation

Objective

Upon completion of the topic the student will be able to:

4.1   demonstrate bar sanitation and hygiene

Content

- Sanitation and hygiene techniques

5.0   Service Bar

Objectives

Upon completion of the topic the student will be able to:

5.1   discuss how to set up a service bar.
5.2   identify service bar supplies.
5.3   explain various service bar ordering systems
5.4   set up a service bar

Content

- Setting up
- Bar supplies
- Ordering system

6.0   Bar Inventory

Objectives

Upon completion of the topic the student will be able to:

6.1   discuss the various bar inventory and control procedures
6.2   explain what is meant by "rotation" of stock.

Content

- Control of stock.
- Rotation of stock.

7.0   Carriage of Drinks

Objectives

Upon completion of the topic the student will be able to:

7.1   identify a bar tray.
7.2   demonstrate how to carry a tray, with and without drinks.
7.3   Demonstrate how to return empty glasses, dispose of ice, straws, stir sticks.
7.4   discuss methods of placing orders on a tray so as to assist the bar waiter in remembering which drink belongs to each customer.

Content

- Carrying bar tray.
- System for putting orders on tray.

8.0   Classification and Types of Alcoholic Beverages

Objectives

Upon completion of the topic the student will be able to:

8.1   classify and describe the types of alcoholic beverages
8.2   distinguish between fermented and distilled beverages
8.3   outline the production of alcoholic beverages
8.4   describe and discuss the use of ice.
8.5   identify the different garnishes
8.6   name the incidental ingredients used in the bar.
8.7   discuss the use of beverage, napkins and accessories
8.8   prepare various garnishes for mixed drinks

Content

- Distilled spirits
- Cordials or liqueurs
- Beer
- Wine

9.0   Beer

Objectives

Upon completion of the topic the student will be able to:

9.1   discuss the origin and manufacturing process of beers and spirits
9.2   identify local and imported beer
9.3   demonstrate pouring beer

9.4 define the term "draught beer".
9.5 demonstrate drawing beer.

Content

- Manufacturing process of beers and spirits
- Domestic and imported beers
- Serving beer
- Definition

10.0 Non-Alcoholic Drinks

Objectives

Upon completion of the topic the student will be able to:

10.1 identify spices, grenadine condiments.
10.2 identify flavours of mixes
10.3 prepare beverages making use of these ingredients

Content

- Spices
- Mixes
- Simple syrup.
- Juices.
- Grenadine.
- Fruit.

11.0 Method of Mixing Drinks

Objectives

Upon completion of the topic the student will be able to:

11.1 describe the term "stir, shake, build and blend".
11.2 prepare drinks using the stir, shake, build and blend methods.

Content

- Stir technique
- Shake technique
- Build technique
- Blend technique

12.0 Highballs

Objectives

Upon completion of the topic the student will be able to:

12.1 discuss the term "highball"
12.2 mix a number of "highballs"

Content

- Definition
- Preparation of "highballs"

13.0 Cocktails

Objectives

Upon completion of the topic the student will be able to:

13.1 discuss and define origin of cocktails
13.2 mix a variety of cocktails.

Content

- Definition
- Preparation of a variety of cocktails

14.0 Introduction to Wines

Objectives

Upon completion of the topic the student will be able to:

14.1 define the term "wine".
14.2 briefly discuss the history of wines.
14.3 identify wine growing regions
14.4 describe the cultivation of vines:
  - Climate
  - Soil
  - Grape and fruit
14.5 discuss and identify wines and their regional origins
14.6 identify associations and controlling agencies.
14.7 interpret information on labels.
  - France
  - Germany
  - Spain/Italy
  - California
  - Local
  - Other sources

Content

- Definition.
- History.
- Cultivation.

- Associations and controlling agencies of wine
- Labelling of wine

15.0 Classification of Grapes

Objective

Upon completion of the topic the student will be able to:

15.1 differentiate between grapes grown in North America and Europe.

Content

- North American species
  - vitis labrusca
  - concord
- European species
  - vitis vinifera
  - chardonnay
  - gamay
  - gewürztraminer

16.0 The Wine Making Process

Objectives

Upon completion of the topic the student will be able to:

16.1 discuss the wine making process from crushing through bottling.
16.2 discuss the degree of sweetness or dryness of wine and describe how wine makers accomplish this.
16.3 describe the process of making champagne and sparkling wines
16.4 identify and discuss "fortified wines".

Content

- Wine making process
- Champagne and sparkling wines
- Fortified wines

17.0 Classification of Wines

Objective

Upon completion of the topic the student will be able to:

17.1 differentiate between the categories of wine

Content

- Appetizers
- Table wines
- Sparkling wines
- Dessert wines

18.0 The Language of Wines

Objective

Upon completion of the topic the student will be able to:

18.1 discuss and compile a list of common terms.

Content

- Terminology of wines

19.0 Wine With Food

Objectives

Upon completion of the topic the student will be able to:

19.1 select wines that are generally recommended To compliment various foods.
19.2 discuss and identify appropriate serving temperature for each category of wine.

Content

- Wine and various foods
- Temperature of various categories of wine for service

20.0 Serving Procedures

Objectives

Upon completion of the topic the student will be able to:

20.1 describe the methods of presenting wine to the customer (host).
20.2 demonstrate the pouring of wine without dripping.
20.3 discuss the importance of timing in relation to wine service.

Content

- Presentation
- Pouring
- Timing

21.0 Storage

Objective

Upon completion of the topic the student will be able to:

21.1 describe various wine service facilities and discuss how to develop a wine cellar

Content

- Wine service facilities
- The wine cellar

22.0 Licensing Regulations

Objective

Upon completion of the topic the student will be able to:

22.1 discuss the licensing legislation relating to the hospitality industry

Content

- Relevant legislation

Instruction Format

Lecture
Demonstration
Practice
Field trips
Seminar on wine tasting
Multi-media presentation

Assessment and Evaluation

The assessment for this course takes the form of:
- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Pouring for Profit: a Guide to Bar and Beverage Management, Costas Katsigris.

New American Bartenders Guide, J J Poister; published by Penguine.

Mr Boston Official Bartender's Guide, 75th Anniversary Edition 2001, Mr Boston (et al); published by Wiley

The Bar and Beverage Book, 5th Edition 2012, Costas Katsigris & Chris Thomas; published by Wiley

Food and Beverage Service, 9th Edition 2014, J Cousins, Lillicrap & S Weekes; published by Hodder Education

International Culinary Schools at the Art Institutes, La Villa, J & 1 other
The Wine, Beer and Spirits Handbook: A Guide to Styles and Service, 1st Edition 2009; published by Wiley

Resources

Remarkable Service, Culinary Institute of America; published by Wiley and Sons.

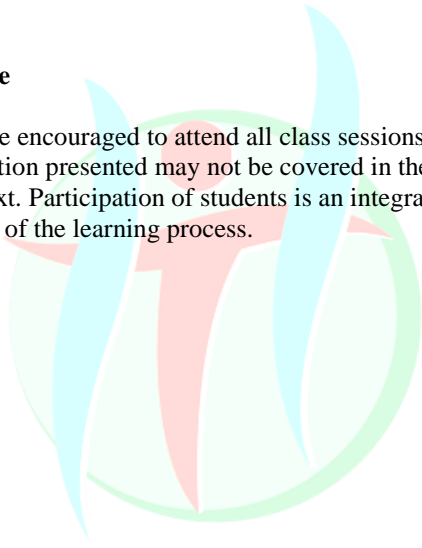The Bar and Beverage Book, Costas Katsigris, Mary Porter and Chris Thomas

Managing Bar and Beverage Operations, H Lendal, Mary L Tanke.

Grossman's Guide to Wine, Bar and Spirits, Harold J Grossman, H Scribers and Sons

CTISP Bartender Skills Book

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.