



**PROVI**

---

# **The Provi Guide: Bar Training Manual Template**

Onboard and Educate Staff on Your Bar's Standard Operating Procedures, Bar Program, Business Policies and More

# Introduction

Every bar should have a training manual at hand. Not only does it help onboard and train new staff members, but it also acts as a north star reference for a bar's company policies, mission statement, safety guidelines, house drink recipes and more. This guide provides the essential elements that make up a bar training manual and acts as a template for owners and managers to reference when creating their own. Let's get started!

## TABLE OF CONTENTS

**04\_**BARTENDER TRAINING  
MANUAL TEMPLATE

**06\_**INTRODUCTION TO  
[YOUR BAR]

**11\_**STANDARD OPERATING  
PROCEDURES FOR BARS  
(BAR SOP)

**14\_**BAR PROGRAM: HOUSE DRINK  
& SYRUP RECIPES AND  
BASIC PROCEDURES

# Bar Training Manual Template

While each bar is different In general, your bar staff training manual should include the following items:

## **Introduction to [Your Bar]**

- Welcome Letter
- Mission Statement
- Company History
- Communication Policies
- Performance and Job Standards
- Code of Ethics
- Uniform Standards
- Emergency Protocol
- Drug and Alcohol Policies
- Anti-Harassment Policies
- Customer-Service Program
- Safety Issues
- Performance Evaluations & Rewards

## **Standard Operating Procedures (Bar SOP)**

- Opening and Closing Procedures
- Daily, Weekly, and Deep Cleaning Tasks
- Par Levels
- Order of Service
- POS System and Cash-Handling Procedures

## **Bar Program: Drink & Syrup Recipes and Basic Procedures**

- House Drink Recipes
- House Syrups and Infusion Recipes
- Basic Bartending Procedures



# Introduction to [Your Bar]

Kick off your bar training manual with an introduction to your business that welcomes them as new employees, establishes its mission statement, and communicates company policies, procedures and more. For each section, use the suggestions as a starting point to writing the training manual for your bar:



Open and close your bar with confidence with Provi's bar opening and closing checklist!

[DOWNLOAD THE CHECKLIST](#)

## WELCOME LETTER

Warmly welcome new team members to our bar family and express excitement about their contribution.

Share enthusiasm for the unique experiences and opportunities that lie ahead.

Convey the support and resources available to foster growth and success within your establishment.

## MISSION STATEMENT

- Outline your bar's mission statement, which serves as the compass guiding employees' actions and decisions.
- Highlight the commitment to delivering exceptional service, creating memorable experiences and exceeding customer expectations.
- Emphasize dedication to maintaining a vibrant and inclusive atmosphere where both employees and patrons feel valued.

## COMPANY HISTORY



Share the remarkable journey that has shaped your bar into what it is today.



Delve into key milestones, memorable moments and the individuals who have contributed to its success.



Showcase the values and principles that have been integral to its growth and establishment as a reputable destination.

## COMMUNICATION POLICIES

Establish clear and efficient communication channels within the bar, ensuring effective information flows between staff members and management.

Outline guidelines for professional and respectful communication, both internally among team members and externally with customers and suppliers.

Encourage open dialogue, active listening and constructive feedback to promote a collaborative work environment.

## PERFORMANCE AND JOB STANDARDS



Define performance expectations, job responsibilities, and key performance indicators for various roles within the bar.



Set standards for quality of work, timeliness and customer satisfaction.



Establish a framework for ongoing performance feedback, coaching and development opportunities to help employees reach their full potential.

## CODE OF ETHICS

- Provide guidelines for ethical conduct in areas such as handling confidential information, conflicts of interest and maintaining customer trust.
- Emphasize integrity, honesty, respect and professionalism in all interactions and decision-making processes.
- Provide guidelines for ethical conduct in areas such as handling confidential information, conflicts of interest and maintaining customer trust.

## UNIFORM STANDARDS

Establish uniform standards for employee appearance, including dress code, grooming and personal hygiene.	Communicate the importance of maintaining a professional and presentable image to uphold the bar's brand and reputation.	Provide guidelines for ethical conduct in areas such as handling confidential information, conflicts of interest and maintaining customer trust.
---	--	--

## EMERGENCY PROTOCOL

Develop and communicate emergency protocols to ensure the safety and well-being of employees and customers.

Appoint and train designated individuals to handle emergency situations and communicate with authorities if needed.

## DRUG AND ALCOHOL POLICIES



Establish clear policies regarding the use of drugs and alcohol within the workplace to ensure a safe and productive environment.



Outline procedures for reporting and addressing substance abuse concerns, including offering resources for support and rehabilitation.

## ANTI-HARASSMENT POLICIES

Demonstrate a zero-tolerance policy for harassment, discrimination and inappropriate behavior in the workplace.

Provide guidelines for recognizing and reporting incidents of harassment, as well as procedures for addressing complaints and ensuring a fair investigation process.

## SAFETY ISSUES



Prioritize the safety and well-being of employees and customers by establishing clear safety protocols and procedures.



Address potential hazards and risks within the bar environment and provide training to ensure proper safety measures are followed.

## PERFORMANCE EVALUATIONS & REWARDS

- Implement a structured performance evaluation system to assess employee performance, provide feedback and identify areas for improvement.
- Recognize and reward outstanding performance through various incentives and rewards programs to motivate and retain talented staff members.

## DEVELOPMENT AND LEARNING PROGRAMS

- Create a comprehensive training program tailored to your establishment's specific needs and goals.
- Structure training sessions, assessments and ongoing skill development to enhance the proficiency of your bartending team.
- Incorporate continuous learning opportunities, such as workshops and industry events, to encourage professional growth.

## FREQUENTLY ASKED QUESTIONS ABOUT YOUR BAR

- Address common queries and concerns frequently raised by bartenders, barbacks and industry professionals.
- Troubleshoot common issues related to customer service, bar operations and mixology.



# Standard Operating Procedures for Bars (Bar SOP)

This section will provide a detailed framework of standard operating procedures (SOPs) essential for efficient bar operations. Whether you're a bar owner, manager, or staff member, this manual will equip you with the knowledge and guidelines necessary to ensure smooth **opening and closing procedures**, maintain cleanliness, **manage inventory effectively** and provide comprehensive staff training resources. Let's delve into the key areas to cover in the SOP section of your bar training manual:



Looking to streamline inventory operations? Download Provi's inventory management spreadsheet to better manage your inventory!

**[DOWNLOAD THE INVENTORY SPREADSHEET](#)**

## OPENING AND CLOSING PROCEDURES



Provide step-by-step guidelines for opening the bar, including checking equipment, setting up the POS system and preparing the bar area for service.



Define closing procedures to ensure a smooth transition to the end of the day, including cash handling, cleaning and securing the premises.

## DAILY, WEEKLY AND DEEP CLEANING TASKS

Establish comprehensive cleaning checklists for daily, weekly and periodic deep cleaning tasks to maintain a sanitary and presentable bar environment.

Provide guidance on proper cleaning techniques, including handling hazardous materials and sanitizing equipment.

## PAR LEVELS

Guide employees on understanding par levels and their importance in managing inventory and preventing stockouts or excess inventory.

Establish par levels for various ingredients, glassware, garnishes and other bar supplies to optimize inventory management.

## ORDER OF SERVICE

Outline the sequence of steps in providing efficient and timely service to customers, from greeting and taking orders to serving and closing the transaction.

Detail strategies for managing customer expectations during peak hours and maintaining a high level of customer satisfaction.

## POS SYSTEM AND CASH-HANDLING PROCEDURES

- Tips for understanding the ins and outs of the Point of Sale (POS) system to ensure efficient order processing and accurate billing.
- Provide best practices for handling cash transactions, minimizing errors and preventing theft.
- Showcase the importance of maintaining security protocols to protect customer data and sensitive financial information.

## BARBACK TRAINING MANUAL



Develop an inventory schedule to track stock levels, conduct regular audits, and identify discrepancies or trends in consumption.



Provide tips on how to use an inventory management system or software to streamline the inventory process and facilitate accurate record-keeping.

## POS SYSTEM AND CASH-HANDLING PROCEDURES

- Speak to the crucial role of a barback and their responsibilities in supporting bartenders and maintaining bar operations.
- Write out training guidelines and procedures for barbacks, including restocking supplies, cleaning and assisting with customer service.
- Detail strategies for effective communication and collaboration between bartenders and barbacks to maximize efficiency.





## Bar Program: House Drink & Syrup Recipes and Basic Procedures

Every bar training manual needs a section dedicated to house drink recipes and instructions for making syrups, infusions and other elements essential to daily operations. When it comes to **cocktail recipes**, this is where you can highlight house versions of classic cocktails like the Old Fashioned, Martini, Manhattan and more. It's also where you should detail popular house cocktails from previous menus that guests continue to ask for. This will serve as a one-stop-shop to reference recipes and procedures to ensure consistency as new staff come aboard.



Creating a great cocktail menu takes careful planning and execution. Download Provi's guide to creating a better cocktail menu today!

[DOWNLOAD THE GUIDE](#)

### HOUSE DRINK RECIPES



Detail a list of drink recipes, including classic cocktails and innovative concoctions unique to our bar, with detailed step-by-step instructions, precise measurements, and techniques for creating balanced and flavorful beverages.



Provide tips for garnishing, presentation and elevating the overall drinking experience unique to your establishment.



### House Martini

2.5 oz Gin or Vodka  
.50 oz Dry Vermouth  
2 Dashes Orange Bitters  
Garnish: Lemon Twist or Olive

### HOUSE SYRUPS AND INFUSION RECIPES

- Unlock the secrets to your house-made syrups and infusions with precise measurements, infusion methods and storage guidelines to ensure consistent quality and freshness.
- Provide insight into the various tools and machinery that are used for producing your house syrups and beverage infusions.
- Create a comprehensive checklist for all syrups and infusions that are needed for a given menu and daily service alongside a shelf life tracker to ensure freshness.

### BASIC BARTENDING PROCEDURES

- Highlight the essential bartending skills, including proper glassware selection, measuring ingredients, bar tools and techniques for efficient service.
- Detail what's expected for maintaining a clean and organized bar area.
- Provide customer service tips to create a positive and engaging atmosphere, including handling difficult situations with professionalism.



# PROVI

**Stock your bar in 5 minutes or less.**

Sign up for a free account at **Provi.com**

