

DAVIS BARBACK TRAINING GUIDE

Congratulations on your recent placement as a University of Beer BARBACK.

This guide will help you learn the basics of your new position. It is designed to take two workdays to complete alongside your trainer.

At the beginning and end of each of your training shifts, you will do a brief sit-down meeting with your trainer and the manager. This is a great time to ask questions and review what you have learned. Expect constructive feedback on your progress.

Good luck! Have fun! Ask LOTS of questions!!!

BARBACK TRAINING

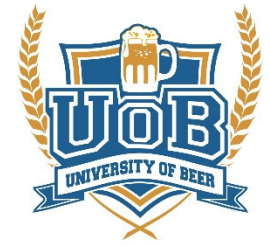
Day 1 Barback Training Checklist

- ✓ Initial Sit-Down Meeting with Trainer & Manager
 - Read the full uniform standards and evaluate trainee's uniform. Correct all issues before proceeding with training. Reschedule training if trainee is not in proper uniform.
 - Read What We Believe document out loud to manager/trainer.
 - Manager outlines the training process and explains their expectations.
 - Review testing requirements:
 - Trainee must pass the Post-Orientation Assessment Test with an official score of 95% or greater by the end of Day 2 of their Barback Training.
 - Using a single tablet, the trainer and trainee sit side-by-side and complete the Trainer/Trainee Test from the Employee Portal. Read the instructions on the test.
- ✓ Bar Tour & Introductions
 - Trainer takes trainee around the bar (Bar, office, restrooms, lockers/break area, trash area, keg room, empty keg area, mop sink, janitorial supplies areas, etc.)
 - Trainer introduces trainee to all staff working each shift.
- ✓ Lineup
 - Teach trainee where to see who is running the lineup and what that means.
 - Explain the importance of a single person running the lineup at all times to facilitate precision in communication. ("Communication should always flow like an hourglass. It filters in and out through a single channel.")
- ✓ Table Numbers
 - Trainer reviews all table numbers with the trainee.
- ✓ Restroom Checks
 - Trainer teaches trainee how to perform a restroom check.
- ✓ "I DO" Day
 - Explain "I DO" day. Trainer performs the barback position, and the trainee watches and asks questions. Trainer should always be supervising trainee and observing the 3-foot rule.
 - Trainer should be very vocal, explaining everything they do and the "why" behind each task and decision.
- ✓ Wrap-Up Meeting with Trainer & Manager
 - Read What We Believe Document
 - Review what trainee learned that day and what they need to focus on for their next day of training.
 - Review and update Barback Certification Checklist.
- ✓ Clock-off.

Trainer Name: _____

Trainer Signature: _____

Date: _____



Day 2 Barback Training Checklist

- ✓ Initial Sit-Down Meeting with Trainer & Manager
 - Read the full uniform standards and evaluate trainee's uniform. Correct all issues before proceeding with training. Reschedule training if trainee is not in proper uniform.
 - Read What We Believe document out loud to manager/trainer.
 - Manager outlines the training process and explains their expectations.
 - Using a single tablet, the trainer and trainee sit side-by-side and complete the Trainer/Trainee Test from the Employee Portal. Read the instructions on the test.
- ✓ Bar Tour & Introductions
 - Trainer introduces trainee to all staff working each shift.
- ✓ Lineup
 - Check-in with the shift lead or manager running the Lineup.
- ✓ "YOU DO" Day
 - Explain "YOU DO" day. Trainer observes trainee performing the barback position independently. Trainer is hands-off but must devote their undivided attention to evaluating the trainee. Trainer/trainee must still observe the 3-foot rule. Trainer only steps in when absolutely necessary to handle extreme volume, rare circumstances, or prevent catastrophe. Trainer should not need to assist for regular business service.
- ✓ Testing & Knowledge
 - Trainee must pass Post-Orientation Assessment Test with an official score of 95% or greater on Day 2 of barback training.
 - Post-Orientation Assessment Test Score _____
- ✓ Wrap-Up Meeting with Trainer & Manager
 - Read What We Believe Document
 - Review what trainee learned that day and what they need to focus on for the future.
 - Ask trainee if there are any areas in which they need more time or have any questions. Formulate an improvement plan for these areas.
 - Review and update Barback Certification Checklist.
- ✓ Determination
 - *Pass*
 - *Fail* – Manager sends the employee home at the end of the shift and notifies HR by the end of the business day. HR counseling to follow.
- ✓ Clock-off.

Trainer Name: _____

Trainer Signature: _____

Date: _____



BARBACK CERTIFICATION CHECKLIST

Before certifying as a University of Beer BARBACK, the team member must demonstrate competency in all of the following areas. The restaurant manager and their trainer will assess the employee and must sign off on this checklist.

The manager must email this signed checklist to BOTH HR@theuob.com and payroll@theuob.com to certify the employee by end of day on the certification day.

Trainee Full Name:	_____
Company:	_____
Certification Date:	_____
First Shift to be Tipped as a Barback:	_____

EVALUATION CRITERIA

Orientations

- Day 1 Orientation Complete
- Day 2 Orientation Complete

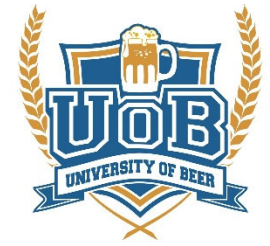
Testing & Certifications

Take at work

- Post Orientation Assessment Test (official test score of 95% or greater)
- Sexual Harassment Prevention Training Certification

Take at home

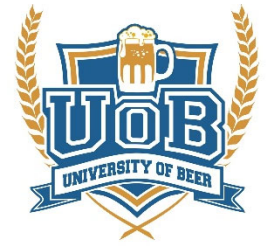
- Valid California Food Handler Certification
- Valid California Responsible Beverage Service Certification



Barback Knowledge

To certify, the barback must...

- Develop a guest-focused mindset; avoid chit chat with co-workers while on the clock.
- Know how to meaningfully interact with guests but also break away from conversations.
- Understand the Mug Club program and perks; daily specials; and Happy Hour specials/times.
- Explain the concept: *family-owned, locally operated, rotating craft beers*.
- Respond to a guest's request to order drinks ("No problem, I will send your server by").
- Properly carry 3 pints in one hand without using your body to stabilize.
- Review the Testing & Certification Trackers with the trainee. Trainee should know how to view their continuing education requirements and how to take tests on the Employee Portal.
- Know WHY we do not ask a guest if they want a refill (just drop it off).
- Know how to put away and know the names of all glassware and dishes.
- Demonstrate DELIGHTFUL hospitality throughout their entire shift.
- Demonstrate and explain the 3-second rule for welcoming guests.
- Demonstrate they can work while keeping an eye on the door.
- Anticipate guests' needs; looking for opportunities to add value.
- Describe the difference between a GREETER and a SEATER.
- Know how to mop spills and properly dry the cleaned area.
- Demonstrate and articulate the 10-4 and 2-question rules.
- Be able to accurately describe and observe the 10-4 rule.
- Know to never touch a glass (clean or dirty) by the rim.
- Know to refill waters at 2/3 full and sodas at 1/3 full.
- Be capable of quickly describing all table numbers.
- Know how to clean spills and broken glass safely.
- Be able to correctly Check IDs
- Restock the bar and/or server stations with ice.
- Know how to refill sanitizer and use test strips.
- Accurately recite the standard phone greeting.
- Use the dishwasher behind the bar.
- Demonstrate a smile as part of their uniform.
- Know that everything comes with FULL ICE!
- Know how/when to make sanitizer buckets.
- Demonstrate perfect uniform standards.
- Know how to clean and arrange the keg room.
- Know how to pre-bus and bus tables.
- Be able to accurately recite the business hours.
- Perform all barback closing tasks.
- Keep busy during downtime.
- Perform restroom checks.
- Know how to collect their paychecks.



What are the one or two things this barback does BEST?

What are the one or two areas this barback NEEDS IMPROVEMENT?

Certifying Manager

Trainee

Printed Name

Printed Name

Signature

Signature

Date

Date