

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 five workdays to complete alongside your trainer.

In this position, you will learn three unique sub-stations: the Host, Expo, and Utility stations. You will spend three days learning Expo. The remaining two days will be spent learning Host and Utility.

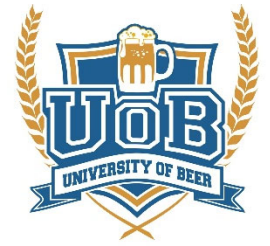
At the beginning and end of each of your five training shifts, you will do a brief sit-down meeting with your trainer and the manager. This is a great time to ask questions and review what you have learned. Expect constructive feedback on your progress.

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

EXPO STATION TRAINING

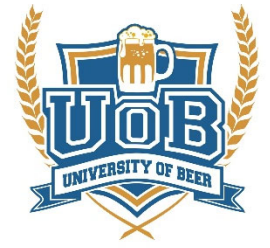
Day 1 Expo Checklist

- ✓ 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 Food & Expo Test (Parts 1 & 2) with an official score of 95% or greater by the end of Day 3 of the Expo Training.
 - Trainee must pass the Post-Orientation Assessment Test with an official score of 95% or greater by the end of Day 2 of the Host/Utility 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.
- ✓ Restaurant Tour & Introductions
 - Trainer takes trainee around the restaurant (FOH, Kitchen, restrooms, lockers/break area, trash area, walk-in freezers/refrigerators, 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.



- ✓ Free Food!
 - Trainer and trainee take lunch at the same time and split a meal:
 - 101 Burger w/ Drunken Pig Fries
 - Potstickers
- ✓ Testing & Knowledge
 - Use downtime to take the Food & Expo and Post-Orientation Assessment Tests.
 - Use downtime to review recent Mystery Shopper Reports and discuss steps of service.
- ✓ 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 Expo 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.
- ✓ Restaurant Tour & Introductions
 - Trainer introduces trainee to all staff working each shift.
- ✓ Lineup
 - Check-in with the shift lead or manager running the Lineup.
- ✓ Table Numbers
 - Trainer verbally quizzes the trainee on table numbers.
- ✓ "WE DO" Day
 - Explain "WE DO" day. Trainer and trainee perform the barback position together. Trainer becomes increasingly hands-off but is not allowed to work separately. 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.
- ✓ Free Food!
 - Trainer and trainee take lunch at the same time and split a meal:
 - Ribeye French Dip w/ Asian style fries
 - Fiesta Fitness Bowl
- ✓ Testing & Knowledge
 - Use downtime to take the Food & Expo and Post-Orientation Assessment Tests.
 - Use downtime to review recent Mystery Shopper Reports and discuss steps of service.
- ✓ 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.
 - Ask trainee which tasks they feel they have mastered and which tasks they want more time to learn.
 - Review and update Barback Certification Checklist.
- ✓ Clock-off.

Trainer Name: _____ Trainer Signature: _____ Date: _____



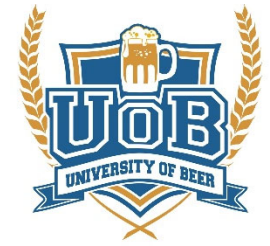
Day 3 Expo Checklist

- ✓ 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.
- ✓ Restaurant 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.
- ✓ Free Food!
 - Trainer and trainee take lunch at the same time and split a meal:
 - Mango Habanero Fish Tacos
 - Sticky Toffee Cake w/Ice cream
- ✓ Testing & Knowledge
 - Trainee must pass Food & Expo Test (Parts 1 & 2) with an official score of 95% or greater on Day 3 Expo training.
 - Food & Expo Part 1 Test Score _____ Food & Expo Part 2 Test Score _____
 - 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: _____

HOST/UTILITY STATION TRAINING

Day 1 Host/Utility Checklist

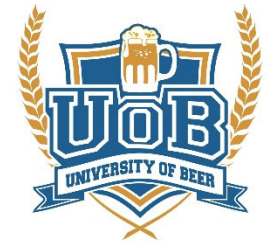


- ✓ Initial Sit-Down Meeting with Trainer & Manager
 - Read the full uniform standards and evaluate trainee's uniform. Correct all issues before proceeding with training. Reschedule training if trainee is not in proper uniform.
 - Read What We Believe document out loud to manager/trainer.
 - Manager outlines the training process and explains their expectations.
 - Review testing requirements:
 - Trainee must pass the Food & Expo Test (Parts 1 & 2) with an official score of 95% or greater by the end of Day 3 of the Expo Training.
 - Trainee must pass the Post-Orientation Assessment Test with an official score of 95% or greater by the end of Day 2 of the Host/Utility 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.
- ✓ Restaurant Tour & Introductions
 - Trainer takes trainee around the restaurant (FOH, Kitchen, restrooms, lockers/break area, trash area, walk-in freezers/refrigerators, 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.
- ✓ Testing & Knowledge
 - Use downtime to take the Food & Expo and Post-Orientation Assessment Tests.
 - Use downtime to review recent Mystery Shopper Reports and discuss steps of service.
- ✓ 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: _____



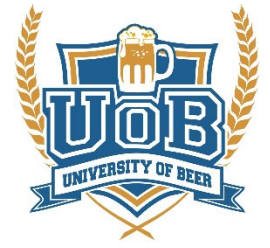
Day 2 Host/Utility Checklist

- ✓ Initial Sit-Down Meeting with Trainer & Manager
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- ✓ Restaurant Tour & Introductions
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- ✓ 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 Host/Utility 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

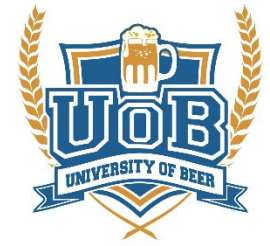
Testing & Certifications

Take at work

- Food & Expo Test Part 1 and Part 2 (official test score of 95% or greater)
- 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



Expo Station Knowledge

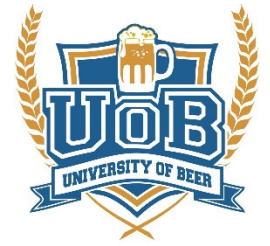
To certify, the barback must...

- Always demand to see a ticket before serving anything from the kitchen. No freebies!
- Develop a guest-focused mindset; avoid chit chat with co-workers while on the clock.
- Double check all dishes for accuracy; notice missing ingredients.
- Notify managers before food times exceed 15-minutes.
- Pack and properly label take-out and delivery orders.
- Be able to ring in DoorDash and other delivery service orders.
- Be familiar with all food items, including modifications.
- Know the difference between a waste and a void.
- Know the names of all the cooks in the kitchen.
- Ensure hot food is served hot, & cold food cold.
- Ensure dishes are ran to the correct tables.
- Label and pack food for delivery/takeout.
- Know to throw away mistaken orders.
- Send back problematic food politely.
- Ask for help before it is needed!
- Clean all dishes before serving.
- Properly take phone orders.
- Keep busy during downtime.

Host/Utility Station Knowledge

To certify, the barback must...

- Demonstrate all PHONE standards outlined in the Mystery Shopper reports.
- Demonstrate all RECEPTION standards outlined in the Mystery Shopper reports.
- 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, elevated bar food, rotating craft beers*.
- Respond to a guest's request to order food/drinks ("No problem, I will send your server by").
- Properly carry 3 pints in one hand and 3 trays in one arm 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).
- Restock server stations with water, utensils, napkins, plates, and to-go boxes.
- Properly run food and drinks to tables, announcing each item as it is placed.
- 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 [Davis and Sacramento locations only]
- 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 in the kitchen and/or 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 care for cast iron pans.
- 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.
- Manage a waitlist.
- Fold kids' menus.

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

2022

V. 1 – 11/21/2022 SB/JS

FILE STORAGE PROCEDURES
Office Use Only!

- Ensure Barback Training Guide is completed correctly.
- Save a copy in employee file.

Initials

Date