

BAR · OPERATING STANDARD 123

The Bar Floor Standard

WHO

Bartenders and bar servers, checked by the head bartender

WHEN

From the first guest to last call, on every pass and every 30 minutes

YOU NEED

The set-up photo, a reset kit at each station, trays, the floor log

TIME TO TRAIN

40 minutes, with two timed seat resets

What this standard achieves

The guest who sits down at 23:00 finds the counter, the table and the back bar as clean and ordered as the guest who arrived at opening. Seats turn faster on busy nights, and the close starts from a bar that is already in order.

Measured by

01 Vacated counter seat cleared within 3 minutes

02 Vacated table cleared within 5 minutes

03 Cleared seat reset within 5 minutes, matching the set-up photo

04 No empty glass left on the counter for more than one minute

05 Station and drip trays wiped every 15 minutes

06 Floor walked and logged every 30 minutes

PHASE 1

Set the standard

STEPS 1–4

- 01 Once the bar is open, as The Bar Opening Standard sets out, photograph one laid table of each type and one counter place. Keep the photos at the station: every reset tonight must match them.
- 02 The head bartender gives each person a zone for the shift: a length of counter, a group of tables, the service station. Write the zones on the floor log, so every seat has an owner.
- 03 Stock a reset kit at every station: separate cloths for the counter and the tables, sanitiser spray, a dry tray, fresh coasters and napkins, spare menus, candles and a lighter, a brush and pan.
- 04 Check yourself against The Presence Standard before the first guest: uniform, name badge, hands, and tonight's VIPs and regulars in mind.

PHASE 2

The counter

STEPS 5–8

- 05 Each time you lift or replace a glass in front of a guest, wipe the ring with the counter cloth and dry the spot. A wet coaster is replaced with a fresh one at once.
- 06 Clear an empty glass from the counter within one minute, when you offer the next drink as The Drink Delivery Standard sets out. It goes straight to the washer, never lined up on the counter top.
"May I take this for you, Mrs Laurent? Another one, or something different?"
- 07 Keep the guest side of the counter for the guest: their glass, coaster, snacks and menu. Bar tools, open bottles, receipts and your phone never rest on it.
- 08 Wipe a spill on the counter at once, first with a wet cloth and then a dry one, and offer the guest a fresh napkin. If the spill reached the guest, offer a towel and tell the head bartender.

PHASE 3

Back bar and stations

STEPS 9–13

- 09 Return every bottle to its place on the back bar after each pour, label facing the room. Cut fruit, used jiggers and open cans never stay on the back bar.
- 10 Every 15 minutes, wipe your station, empty the drip trays, change any bar mat that is wet, rinse the tools and cover the garnishes. Write the time on the floor log.
- 11 Keep dirty glasses out of the guest's sight: in the washer rack below the counter, never stacked on top. Take full racks to the back as soon as they are full.
- 12 Empty the bins before they are full. Put empty bottles in the bin by hand, never dropped from a height: every guest at the counter hears it.
- 13 Keep the service station clear for the servers: trays stacked dry, the ticket printer free, nothing waiting there for more than one minute.

PHASE 4

Tables in use

STEPS 14–17

- 14 On every pass, look at each occupied table in your zone: empty glasses, used napkins, wrappers, wet rings, a candle out. Fix what you see on that pass, with a tray.
- 15 Ask before you take any glass that still has a drink in it. Take empties as you offer the next round, never in the middle of a guest's sentence.
"Are you still enjoying this one, Mr Novak?"
- 16 Replace a wet coaster or a used napkin with a fresh one and wipe the ring underneath. Snack bowls are replaced as The Bar Snack Standard sets out.
- 17 Relight or replace a candle that has gone out, and put menus back in their holder when the guests have ordered, so the table looks as it did when they sat down.

PHASE 5

Turn the seat

STEPS 18–22

- 18 When a guest leaves the counter, clear the place within 3 minutes: glasses, coaster, bowls, napkins. Wipe and dry the counter and wipe the stool, its seat and its footrest.
- 19 When a table is left, clear it within 5 minutes, everything on one tray in at most two trips. Never carry glasses by the rim or stack them inside each other.
- 20 Wipe the table top with sanitiser, then dry it. Wipe the seats and chair arms, and check the floor and the cushions for crumbs and anything left behind (see The Lost Property Standard).
- 21 Reset the table within 5 minutes of clearing, to match the set-up photo: candle, coasters, napkins and menu in the same places as on every other table. Straighten the chairs.
- 22 Look at the reset table from the entrance. If it does not look like its neighbours, fix it now, then tell the colleague on the door that it is ready.

PHASE 6

The floor walk

STEPS 23–26

- 23 Every 30 minutes the shift leader walks the whole bar: counter, tables, stools, cushions, floor, lights and candles. Fix what can be fixed at once, and sign the time on the floor log.
- 24 A stain on a seat, a table that wobbles or a light that is out is fixed this shift or reported to engineering before the shift ends, with the table number.
- 25 On busy nights, when guests are waiting for seats, turning a seat comes before any back-bar task that can wait. The shift leader moves people between zones to keep the times.
- 26 After a breakage, keep guests away, sweep with the brush and pan, never your hands, and wipe with a damp cloth. If glass fell near the ice well, empty it, clean it and refill it with fresh ice.

What to record

Floor log

- ☐ Zones and names for the shift
- ☐ Time of each 15-minute station wipe
- ☐ Time of each 30-minute floor walk
- ☐ Initials of whoever walked it

Faults

- ☐ Table or seat number
- ☐ Stain, wobble, light out or damage
- ☐ Fixed now, or reported to engineering
- ☐ Time reported

Breakages

- ☐ Time and place
- ☐ Ice well emptied: yes or no
- ☐ Guest affected and what was offered
- ☐ Item written off

When the situation changes

A guest moves from counter to table

Carry their drink and snacks for them on a tray, move the tab to the table number, and clear the counter place within 3 minutes.

Guests leave a table for a moment

Leave their drinks and belongings exactly where they are. Clear only empty glasses and used napkins, and put a fresh coaster under each drink.

A group joins two tables

Move the tables together, lay the joined table as one, and when the group leaves, put both tables back where they belong before resetting them.

Wine or a drink spills on a seat

Blot it at once, offer the guests another seat, and take the seat out of use until it is dry and clean. Note it on the floor log for the next morning.

Something is left behind

Hand it to the head bartender straight away with the table number and the time. If the guest is still in the building, try to return it before they leave.

The bar is too busy for the times

Tell the shift leader at once. Clearing comes first, then the reset; the counter is never left with empty glasses so a table can be laid.

Common mistakes

MISTAKE

Leaving empty glasses on the counter until the rush is over. The guests who arrive during the rush sit down in front of someone else's glasses.

MISTAKE

Clearing a table and leaving it bare for later. A guest at the door sees an empty table and is told to wait for it.

MISTAKE

Resetting every table slightly differently. Nobody can name what is wrong, but the room looks careless.

MISTAKE

Wiping the table with the counter cloth. The cloth that touched the floor of the glass rack is now on the table top.

MISTAKE

Dropping empty bottles into the bin from shoulder height. Every bottle breaks the conversation at the counter.

MISTAKE

Picking up broken glass by hand near the ice well and carrying on. One shard in the ice is a guest's cut mouth.

Check your team

After training (40 minutes, with two timed seat resets), each person answers these without the sheet.

- 01 Within how many minutes is a counter seat cleared, a table cleared and a table reset?
- 02 What is the set-up photo for, and when is it taken?
- 03 What is in the reset kit at each station?
- 04 What happens at the station every 15 minutes, and on the floor every 30?
- 05 What may stay on the guest side of the counter?
- 06 What do you do when glass breaks near the ice well?

The Seat Reset

Every line to tick when a counter seat or a table is left, from the first glass cleared to the table ready for the next guest.

- | | |
|---|---|
| ☐ Counter place cleared within 3 minutes | ☐ Table cleared within 5 minutes, on a tray |
| ☐ Glasses carried by the stem or base | ☐ Snack bowls thrown away, never refilled |
| ☐ Table top sanitised, then dried | ☐ Counter wiped and dried |
| ☐ Stool seat and footrest wiped | ☐ Chair seats and arms wiped |
| ☐ Floor and cushions checked for crumbs | ☐ Lost property handed to the head bartender |
| ☐ Table reset within 5 minutes of clearing | ☐ Laid to match the set-up photo |
| ☐ Chairs straightened, candle lit | ☐ Door told the seat is ready |

How to use this with your team

Brief three lines a day for the first week. Each bartender times two resets a shift against the card; the head bartender checks one reset per zone against the set-up photo and writes the time on the floor log.

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