

Bar

The Bar Bill Standard

Five steps for settling up at the bar, paid there or charged to the room. A room number said aloud tells everyone at the counter where the guest sleeps.

Who	When	You need
Bartenders and bar waiters, checked by the night auditor	Every bill, paid at the bar or charged to the room	The POS, the PMS in-house list, bill folders, a pen, a card terminal
Measured by Bill brought within 2 minutes of asking · Name checked before any room charge · Room number never said aloud		

1 Keep the tab

Ring in every drink as it is ordered, with the table or seat number, not at the end from memory. Before printing the bill, read the tab once against the glasses on the table.

"Table 7, seat 2: Paloma, Spritz, sparkling water. Rung in at 21:14."

Common mistake Ringing in the round at the end from memory. One drink goes missing, or one appears nobody ordered.

2 Bring it when asked

Never put the bill down until the guest asks for it. Once asked, bring it within two minutes in a closed folder, with a pen, to the person who asked, not to the middle of the table.

"Of course, Mrs Adeyemi. I'll bring it to you now."

Common mistake Leaving the bill with the third drink to save a trip. The guest reads it as a hint to leave.

3 Check the room

For a room charge, ask the guest to write the room number and sign, then check the name against the PMS before posting. If it does not match, ask quietly for the room key, never across the bar.

"May I ask you to write your room number and sign here, Mr Petrov? Thank you."

Common mistake Saying "Room 412?" aloud to confirm it. Everyone at the counter now knows where the guest sleeps.

4 Pay at the guest

Bring the card terminal to the guest, so the card never leaves their sight. Hand back the card and the receipt within one minute, and thank the guest by name for the evening.

"Your card and the receipt, Mr Lindqvist. Thank you for this evening."

Common mistake Taking the card to the till behind the bar. The guest watches it go and wonders what happens to it.

5 Settle any doubt

If a guest questions an item under the limit your manager sets, remove it first and check afterwards. Correct the folio before the guest checks out, and record the void with its reason.

"Void 22:05, table 3, one Spritz: guest says not ordered. Under limit. Beatrice."

Common mistake Arguing over one drink with the tab in your hand. You keep the price of a cocktail and lose the guest.

Before the Folder Goes Down

Thirteen checks between “May I have the bill?” and “Goodnight”. A charge on the wrong folio almost always starts with a line skipped here.

- ☐ Every drink rung in when ordered
- ☐ Table or seat number on every item
- ☐ Tab read against the glasses on the table
- ☐ Service and taxes shown as on the menu
- ☐ Bill in a clean, closed folder
- ☐ A pen that writes, with the cap on
- ☐ Folder given to the person who asked
- ☐ Room number written by the guest, not said
- ☐ Name matched against the PMS
- ☐ Signature on the slip before posting
- ☐ Card terminal brought to the guest
- ☐ Card and receipt back within one minute
- ☐ Every void noted with time and reason

How to use this with your team

Pin it beside the POS and brief three lines a day this week. Each morning the night auditor sends the bar manager any room charge without a signature, and the team looks at how it happened.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.