

## **VFW Post 10148 Standard Operating Procedures**

### **Canteen Bartender**

- I. Introduction – This Standard Operating Procedure (SOP) defines the Canteen Bartender position and establishes the duties and responsibilities of a Canteen Bartender (Bartender). While this document provides specific direction for a Bartender, if any portion of this SOP is in conflict with any VFW Post, Department, or National By-Laws or Rules, or any Municipal, County, State, or Federal laws or regulations, the latter documents' requirement takes precedence.
- II. General – The primary duty and responsibility of a VFW Post 10148 Bartender is to complete all weekly shifts at the Post Canteen in a hospitable manner that will ensure a safe and comfortable environment for all VFW and Auxiliary members, their guests, and other Post employees.
- III. Expectations – A Bartender must:
  - a. Be of good character and integrity.
  - b. Maintain a neat, professional appearance.
  - c. Maintain a positive, team-focused attitude.
  - d. Be at least 21 years of age.
  - e. Be bondable.
  - f. Possess a driver's license.
- IV. Chain of Command – The Bartender reports to the Canteen Manager who reports to the House Committee. The House Committee is responsible to the Post membership for the operation of the Canteen.
- V. Duties and Responsibilities – The duties and responsibilities are grouped by General, Opening Shift, and Closing Shift.
  - a. General
    1. Maintain a professional relationship with all Post members, employees, and volunteers.
    2. Cooperate with other employees and Post officers in the performance of their duties.
    3. Attend all scheduled Bartender meetings or training sessions.
    4. Maintain food safety and alcohol service certifications.
    5. Know the location and operation of all first-aid equipment and fire extinguishers.
    6. Know the procedure for reporting any patron or employee injury.
    7. Arrive on time for all shifts neat in personal appearance and in appropriate dress.
    8. Maintain your bank bag and any other cash accounts associated with the shift.
    9. Review the Bartenders pass down book at start of shift. Read all entries since last shift.
    10. Verify membership by card check unless you know positively that a patron is a Post or an Auxiliary member and that the required dues are current.
    11. Understand the requirements for bona fide guests.
    12. Be knowledgeable about becoming a VFW or Auxiliary member so as to help any guests seeking membership.
    13. Complete the Bartender Daily Report (BDR) and any other shift paperwork.
    14. Be conscious of personal hygiene during shift. Wash hands frequently.
    15. Operate the POS in a manner that ensures full accountability of all drinks/food served.

16. Prepare drinks consistent with the appropriate proportions of alcohol and mixers.
  17. Maintain bar area in a clean and functional manner. Empty trash cans regularly.
  18. Clean, clear, and reset tables and chairs as needed including those on the outside deck.
  19. Keep supplies adequately stocked throughout shift.
  20. Check deliveries during the shift against the invoice. Store as appropriate.
  21. Be prompt and courteous in responding to all patrons. Ensure that no patron is over-served. Know when to say "I cannot serve you anymore. Can I call a ride for you?"
  22. Log any patron issues in the Bartender pass down book.
  23. Do not drink alcoholic beverages while on shift.
  24. Be always alert for any unsafe condition. Use good judgment in calling for the police, but never hesitate to call 911 if the situations warrants.
- b. Opening Shift
1. Arrive at the Post one hour prior to the opening of the Canteen.
  2. Upon initial entry:
    - i. If you detect indication of intrusion or vandalism, exit immediately and call 911 and the Canteen Manager.
    - ii. If you smell gas upon entering, do not turn anything on. Exit immediately, leave door open, and call 911 and the Canteen Manager.
  3. If everything appears normal, secure building alarm but keep doors locked until ready to open. Be mindful of your safety.
  4. Verify End of Day has been run from the previous closing shift and clock into the POS.
  5. Check kitchen stove to verify gas is off (blue valve handle perpendicular to gas pipe line).
  6. Check all refrigerators and coolers closed and locked as appropriate.
  7. Turn on circuit breakers and lights, interior/exterior, as needed.
  8. Note condition of the Post including the bathrooms, the downstairs area, and the outside deck. Indicate significant discrepancies in the Bartender pass down book and on the BDR.
  9. Stock the Canteen as needed for both the opening and the closing shifts.
  10. Get bank bag and other items as needed from the office. Ensure safe and office is locked upon exit.
  11. Reconcile all cash at beginning of shift. Note any discrepancies on the BDR.
  12. Conduct End of Shift routine in POS, place shift revenue and receipts/printouts in bank bag, and secure bank bag in safe. Ensure safe and office is locked upon exit.
- c. Closing Shift
1. Arrive at the Post fifteen minutes prior to the start of the shift.
  2. Upon arrival, note the general condition of the Post including the bathrooms, the downstairs area, and the outside deck. Indicate significant discrepancies in the Bartender pass down book and on the BDR.
  3. Get bank bag and other items as needed from the office. Ensure safe and office is locked upon exit.
  4. Reconcile all cash at turn-over. Note any discrepancies on the BDR.
  5. Empty trash as closing approaches to avoid completing this task when you are alone at the Post. Be mindful of your safety.
  6. Call "Last Call" as appropriate to ensure no patrons are in the Canteen after the scheduled closing time. VFW Post 10148 is not an "after hours" club.
  7. Check exterior. No one should be lingering on the deck after the scheduled closing time.
  8. Lock front and back entry doors upon exit of last patron. Verify kitchen and downstairs doors are locked. Be mindful of your safety.

9. Conduct the required cleaning as indicated on the weekly cleaning list.
10. Check stove to verify gas is off (blue valve handle perpendicular to gas pipe line).
11. Check all refrigerators and coolers closed and locked as appropriate.
12. Conduct End of Shift and End of Day routine in POS, place shift revenue and receipts/printouts in bank bag, and secure bank bag in safe.
13. Secure TVs, music system, lights. Turn on the main area fluorescent light.
14. Note conditions in the parking lot and then set alarm and exit/lock the building.

VI. Authority – The Bartender is in charge of the Canteen while on shift. Use good judgment in decision-making. If in doubt as to authority for any non-emergency occurrence, contact the Canteen Manager or a House Committee member for guidance. If a situation requires directing a patron to leave the Canteen, inform the patron respectfully but firmly. Inform patron that he or she is not to return for 24 hours. Call the posted police non-emergency number or 911 as needed. Use good judgment in calling for the police, but never hesitate to call 911 if the situation warrants. Always be mindful that your safety and the safety of our VFW and Auxiliary members, their guests, and other employees is always our first priority.

*My signature below signifies that I fully understand and acknowledge VFW Post 10148 Canteen Bartender SOP. I also acknowledge that other duties and responsibilities may be assigned as needed at the direction of the Canteen Manager or the House Committee.*

\_\_\_\_\_  
Bartender (Print Name)

\_\_\_\_\_  
Bartender Signature/Date

\_\_\_\_\_  
Canteen Manager (Print Name)

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Canteen Manager Signature/Date