



THANK YOU FOR VOLUNTEERING AT LANGHAM!

BAR MANUAL

(Revised Sept 26, 2009)

Section 1: Communication Book

- For your comments and suggestions

Section 2: Guidelines for Bartenders

- Please read and be familiar with the information here

Section 3: *Serving It Right* manual

- For you reference

Please do not remove this manual from the theatre.

Thank you.

Guidelines for Volunteer Bartenders at Langham Court Theatre

Thank you for supporting the Guild as a bartender. Your job is important, as you help set a welcoming and professional tone with our patrons. These guidelines are meant to make your volunteer experience pleasant and rewarding.

SECTION 1: GENERAL OVERVIEW

Langham Bar Managers

The bar managers for the 81st Season are Wendy Magahay and Garry McLaughlin. If you need information or want to share ideas on how to improve the bar, please contact them at either 250.386.2503 or magahay@shaw.ca.

Serving it Right

All Langham bartenders must have their *Serving it Right* (SIR) certification. In June 2007 a new version of SIR was introduced and consists of a single program for all retailers, licensees, and servers in B.C.

Legal Drinking Age

The legal drinking age in BC is 19. If you are unsure of a patron's age, you must ask to see two pieces of identification. The first must include name, photo, date of birth, and signature. The second must include name and photo or signature.

Available Shifts

Bartenders are needed to work evening and matinee performances, and the art shows that are held the first Sunday afternoon of each new show. Other special events for which we need bartenders include Langham parties and Meet n Greets.

Reminder Call

If you wish, the Bar Manager will phone/email you the day before your shift. If you are unable to keep your volunteer commitment, please let the Bar Manager know as soon as possible.

Arrival Time: Please arrive at least one hour before the show is scheduled to begin. That is 7:00 pm for an evening show and 1:00 pm for a matinee or an art show. That gives you 30 minutes to set up the bar and count your float before the doors open (30 minutes before the show begins).

Complimentary Preview Performance

As one way to express our thanks, volunteer bartenders may attend the preview performance for the show on which they are volunteering for free. Please note that you must contact the box office to reserve your seat. Call 250.384.2142.

Dress Code

Our theatre is informal and welcoming, and we only ask that you wear what might be considered "smart casual" clothes for your shifts. Volunteers can purchase Langham vests and golf shirts through the Box Office if they wish to wear those. To help patrons identify you, please wear one of the magnetic badges kept behind the bar. Remember to return it after your shift so it is there for the next person.

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SECTION 2: WORKING THE BAR

BEFORE the Show

- Arrive on time and pick up the bar float and keys from the box office
- Check in with the Stage Manager (SM) and introduce yourself to the ushers and Front of House (FOH) Manager. Not sure who they are? Ask at the box office.
- Confirm the length of the acts and the time of the intermission with the SM
- Turn on all bar and kitchen lights
- Pick up your badge
- Open all the locked cupboards, drawers and padlocks
- Count your float (see "Cashing In" in Section 3). If you will have someone helping you in the bar all evening, set up both cash drawers. If you only have help for intermission, set up the second cash drawer just prior to intermission, for security.
- Make sure the dishwasher switch is in the "on" position (see "Dishwasher" in Section 3)
- Check the fridge for leftover cider. If there is none, prepare the hot cider in the coffee urn (see "Hot Cider" in Section 3 for instructions and recipe)
- Make two pots of coffee (one decaf and one regular) and set out the cream and sugar
- Check your stock (see "Stocking the Bar" in Section 3). Restock as necessary
- Set up a "serving side" with openers, Post-Its, pen, a fresh bar towel, etc.
- Fill the snack bowl (lower drawer to the left of the small fridges) and set it on the counter
- At the direction of the SM, the theatre door will open 30 minutes before the performance
- Greet patrons who come into the lounge welcoming them to the theatre. Let them know that the bar is open and that they can pre-order drinks for faster service at the intermission (see "Pre-ordering Drinks" in Section 3)

Did you know?

Once the show has opened, the stage manager (SM) is the person in charge of everything that happens in the theatre. The SM decides when the theatre is ready for the audience to come in, and he or she locks the theatre after each performance.

DURING Act 1

The bartender stays in the lounge during the show. You may wish to bring a book. Tasks to be completed during the first act include:

- Collect glasses and run dishwasher
- Wipe down tables in the lounge and the lounge-side bar top
- Re-refrigerate the cream/milk and take it out again 5 minutes before intermission
- If a second bartender will be helping you during intermission, set up a second cash drawer and serving side
- Five minutes before the end of the act and the start of intermission, make and set up your pre-ordered drinks (hot drinks should go last)

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- Make sure you have fresh coffee (regular and decaf) made
- Make sure there is some hot cider made
- Put up cord to prevent patrons/members from coming behind the bar during bar service

DURING Act 2

If the bar is closing after intermission, please see "After the Show" below.

If the bar is staying open until after the show, second act tasks may include:

- Collect glasses and run dishwasher
- Wipe down tables in the lounge and the lounge-side bar top
- There is no need to make more coffee
- Empty hot cider and dispose of or put leftover in fridge as appropriate (see "Hot Cider" in Section 3)

AFTER the Show

- Serve patrons and cast/crew until last call (see "Last Call" in Section 3)
- Turn off coffee maker, dispose of coffee grounds and wash pots
- Pour unused cream/milk back into the carton and refrigerate. Wash creamer(s) in the dishwasher.
- Collect glasses and run the dishwasher
- Run last load of glasses, empty dishwasher and switch to "off" position
- Rinse out hot cider urn and make sure it is unplugged
- Complete the cash out (see "Cashing Out" in Section 3)
- Complete restocking (see "Stocking the Bar" in Section 3)
- Lock all cupboards and padlocks
- Place all used bar towels in the marked white container under the main bar sink (to the right of the dishwasher)
- Replace your magnetic tag on the board in the kitchen
- Close and lock any lounge windows that have been opened
- Close the outside door to the patio
- Turn off the lights in the kitchen and bar
- Put the cash and keys through the slot in the box office door

Please leave the bar and kitchen clean! Thank you

The next section is Langham Bar Info A-Z... turn the page...

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SECTION 3: MORE DETAILED INFORMATION AND FAQs

The information in this section provides more details and is organized in alphabetical order.

Alcohol Policy: No Consumption of Private Alcohol in the Theatre

IMPORTANT: The theatre policy is that only alcohol purchased at the bar may be consumed in the building. Alcohol sold from the bar must be consumed in the bar.

Art Shows

For each of the six shows of the Guild season, the Art Show Coordinators organize showings of different local artists in the lounge. There is an official opening for each show the Sunday afternoon of the first week of the run. Bartenders are required to work this shift. Please let the bar managers know if this is a shift you have particular interest in working. Through the run the artists' works are for sale. While your first priority during your bar shift is to tend the bar, patrons may have questions for you about how to purchase the art. If you are too busy serving customers you can give them one of the artists business cards (if provided), ask an usher to assist the potential buyer and/or ask them to leave their number and the theatre or the artist will contact them directly. Answers to popular questions include: Buyers can pay by cash, cheque or credit card (Visa or MasterCard). Purchasers may take their art home the Sunday after the production closes or if they are from out of town sooner if they contact the artist and get it approved.

Information on and supplies for the art show is kept in the top far left drawer under the bar counter. **DO NOT** lock this drawer. The drawer also contains red dots to mark sold painting and receipt books to process payments. If ushers do arrange a sale they will bring you cash or cheques that should be deposited in the envelope from the art binder along with your cash float through the door slot at the end of the night. Do not count it in your cash total. All amounts received must have receipts with the customer's phone number, name and show date in case any errors are made in the processing of the sale.

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Bar Stock

As of Sept. 2009, this is the bar menu →

If you have a request from a crew or cast member for a particular drink that we do not stock, please let the bar managers know by writing it in the **communication book** in the first part of the bar manual (see below). This is the same for requests from patrons. We are always open to suggestions and will do our best to accommodate where possible.

Stock notes:

- Wine selection: whenever possible, we try and serve the same wines in the same bar shift. Your suggestions for wines are welcome – even more welcome if they are in the \$12.99 a bottle range!
- Wine glass: the wine glass is 6 oz. Please fill it near to the top which results in a 5–5.5 oz serving. Good value for \$5.00.
- The .05% beer is on the back of the door of the large fridge.
- Hot cider is served in the small, clear glass coffee cups.
- Coffee is available in decaf and regular and served in the coloured coffee mugs.
- 100% apple juice is available in cans. The large jugs of juice are only for making hot cider.
- “Snacks” refers to candy, gum, mints, nuts and cookies. All items are \$1.50. They are kept locked in the bottom drawer to the left of the small fridges. Please arrange an assortment in the wooden bowl at the start of your shift.

BAR MENU

Red Wine (B.C.)	\$5.00
White Wine (B.C.)	\$5.00
Piper’s Pale Ale	\$5.00
Vancouver Isl. Lager	\$5.00
Apple Cider	\$5.00
Peach Cider	\$5.00
Langham Hot Cider	\$3.00
Soft Drinks (Coke, Sprite, Diet Coke, Ginger Ale)	\$2.00
Iced Tea, Apple Juice	\$2.00
0.05% Alcohol Beer	\$2.00
Coffee (reg and decaf)	\$1.50
Bottled Water	\$1.50
Snacks and Candy	\$1.50

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Cashing In

When you arrive at the theatre, pick up your float and keys from the box office. Please complete the following steps to cash in.

1. You should have received a plastic bag with a second plastic bag inside of it. The bag inside is labelled "float bag" and contains cash and your bar keys.
2. Remove the float bag and count the cash. You should have \$300. If for any reason you do not, you need to make a note specifying exactly what you did receive (e.g. \$20 in loonies, 10 x \$5, etc.). Include that note in the bag when you cash out at the end of the shift. (The box office will be busy with patrons before the show so the note is the best way. The float amount is usually correct.)

Cashing Out

At the end of each bar shift please complete the following steps to cash out:

1. Locate a cash out report in the bar drawer. They are usually printed on pink paper.
2. Count the total amount in your cash drawer. Enter that number in line ① shown on the right.
3. Count out \$300 to rebuild the float. Use as much small change as possible to minimize the number of times theatre staff have to go to the bank.
4. Put the float money in the bag marked float.
5. Subtract the \$300 float from the amount you entered in ①. Enter that amount in line ②.
6. Put the revenue earned in the bag labelled "bar deposit" with the cash report. Remember to date and sign the cash report.
7. Place the deposit bag and the keys inside the float bag.
8. Deposit the bag containing everything through the slot in the box office door on your way out of the theatre.

VTG BAR CASH REPORT

Please complete and place in the cash bag at the end of each bar service.

DATE: Oct 22, 2008

TOTAL CASH: ① \$420.50

LESS FLOAT: -\$300.00

TOTAL REVENUE: ② \$120.50

SIGNATURE: Jim Beam

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Coffee

To make coffee, turn on the switches marked "left" and "right". The filters and coffee are in the far right middle drawer. Place a paper filter in the brown plastic filter holder and add coffee (either a pouch or following the directions on the can). Slide the holder into place. Place an empty pot on the burner under the holder (orange for decaf; brown for regular). Pour a full pot of water through the screened hole in the top of the machine. When the coffee has dripped, move the pot to the right burner, empty the filter and grounds into the garbage and repeat so that you one pot of regular and one of decaf. **Important:** make sure there is always a pot on the steam vent on top of the machine or the machine will run dry.

Communication Book

There is a bar "communication book" in the far left top drawer of the bar counter. Please use it to send messages to the bar managers. This may include suggestions, patron requests, odd things that happened during your shift, etc. Also feel free to call/email the bar managers at 250.386.2503 or magahay@shaw.ca.

Complimentary Drinks

It is the Guild policy to provide each cast and crew member with a free drink to celebrate opening night. (A drink may be a soft drink or an alcoholic drink.) To receive this drink, the cast or crew member will provide you with a small paper coupon that they received from their show's producer. The coupon must be presented to receive a drink. In addition, the volunteer ushers, FOH managers and bartenders may also receive one free drink at the end of each shift they work. No coupon is required. No other free drinks are provided by the Guild.

Dishwasher and Glasswashing

When you arrive at the theatre, check that the dishwasher is ON. The switch is at the bottom of the machine. The machine racks are on the shelf to the right of the big bar fridge. Add one spoonful of dishwasher detergent (in a plastic container under the sink) to the machine and close the door firmly. The machine will start automatically. The washer takes only minutes to cycle. Please be aware that the glassware will be very hot when you take it out. **Do not** immediately place the hot cups or glasses on the green rubber mats as they will melt the rubber which will stick to the glass rims. Instead, take the items out of the dishwasher, wipe the bottoms of the glasses to prevent streaking, and let them dry/cool on a clean bar towel before replacing them on the mats upside down to prevent contamination.

Wash cutlery in the cutlery basket, and check for any wayward cutlery in the bottom of the dishwasher after you complete the load.

Drinks in the Theatre

Patrons may take plastic bottles of water into the theatre during the performance. All other beverages must be consumed in the bar.

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Emergencies

If there is an emergency, the SM is the person in charge in the theatre. If it is a true medical emergency, and you are unable to reach the SM because the show is running, call 911.

Help Behind the Bar: Ushers

Two bartender are usually assigned for each shift at the theatre. If you find that the bar is very busy during your shift, you may ask one of the ushers working that show to help you behind the bar during intermission. Ushers who have SIR may serve alcohol. Ushers who do not have SIR may help by serving coffee and soft drinks. Please check with the ushers at the beginning of your shift to find out who is comfortable helping, and in what capacity.

Hot Cider (Thanks Toshik for the recipe!)

Hot cider requires time to heat and should be one of the first things you prepare when you arrive at the theatre. **Check the fridge** and see if there is any leftover before opening a new jug of juice. Hot cider is made in the metal coffee urn on the counter. Please let patrons know the cider contains a small amount of alcohol.

To make hot cider, plug in the coffee urn and place inside:

- One jug of apple juice (approx 3.5 litres). Do not use small cans.
- One cup of red wine (using one of the glass mugs as a measure)
- One prepared spice pack

After intermission, unplug the urn so the cider can cool. Remove the spice pack from the urn and place it in the plastic container in the large fridge provided for this purpose. Put a post-it on the container writing on it which days the spice pack has been used. Each spice pack can be used **THREE** times. After the third time, throw it away. **New spice packs are in the locked drawer where the coffee is kept.**

Leftover cider:

- If there is less cider than would fill a wine bottle, **throw it away just as you would coffee.**
- If there is more cider than that left, **decant it into either a wine bottle or the insulated jug on the counter. Whichever container you use, please sterilize it before use with boiling water.** Then place the container in the fridge.

Then clean the urn and run water through the spigot. It is important to keep cider equipment clean, and the cider itself refrigerated once made, as the cider does not boil and can occasionally be re-served which makes it a host for bacteria. However, when handled properly it is safe and delicious.

Important: If you arrive for your shift and find that the **cider has been left overnight on the counter, please throw it away** and brew a new batch.

If there is cider in the fridge from the previous shift, pour it into the urn for reheating being sure to add a spice pack.

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Keys

There is one set of bar keys. To make sure people have access to the bar when they need them, they are kept in the box office. Please be certain that at the end of your shift you lock all the cabinet doors and padlocks, and the bar keys are in your cash bag (see "Cashing Out" above).

Key 1: Unlocks the tall cabinets behind the bar where stock is stored. Note there are locks on the front and back doors of each cupboard.

Key 2: Unlocks the cupboards above the sink where glasses are stored and the drawers set in the bar counter. **DO NOT** lock the drawer with the art show information in it (top far left).

Key 3: Unlocks the padlocks on the two small bar fridges and the one large fridge in the bar.

Last Call

For evening performances last call is no later than 10:45 pm to allow the bar to be clean, locked up and cashed out by 11:00 pm. Our licence does not permit liquor sales after 11:00 pm. During matinees, the bar closes after the intermission. During art shows, which end at 4:00 pm., last call is at 3:45 pm.

Length of Shift

Usually, you are expected to stay at the theatre until after the show to serve the cast, crew and audience members who may wish to share a congratulatory drink. The exception is matinees when the bar closes after the intermission. On early week nights (Tues/Wed usually), with the knowledge of the SM, you may also close after intermission. On these nights, the SM will tell the cast/crew to pre-pay before the show starts for any drinks they want after the show. Pour and leave these drinks in the back kitchen with the members' names on Post-It notes beside them. On closing night, the bar always closes after intermission since the cast and crew head off to the cast party after the show.

Locking Up

It is the responsibility of the bartender to ensure that the fridges and bar stock cabinets are locked at the end of the bar shift.

It is the responsibility of the SM to ensure that the theatre is locked when all of the patrons, FOH, cast and crew have left the building.

Payment

The bar accepts cash only for drinks and snacks. Patrons purchasing art work may leave a credit card number (see "Art Shows" above).

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Pre-Ordering Drinks for Intermission

When patrons enter the lounge before the show, greet them and ask if they would like to pre-order a drink for the intermission. To do this, the patron places the order and pays for the drink(s) before the show. Print their name and the order on a Post-It and place it facing you on the bar counter. Five to ten minutes before intermission, fill the drink orders and place them on the large table in the middle of the lounge, each with their Post-It beside for identification. (Prep and set up hot drinks last.) This will save both you and the patrons a great deal of time at intermission. They don't need to line up and you will have fewer patrons to serve all at once.

Recycling

The theatre recycles all glass, plastics and cans that are used in the bar. Please place cans and water bottles in the large collection bags in the kitchen behind the bar. Please note that only beverage containers on which a deposit has been paid should go in these bags. Other recyclables should go in the blue box in the kitchen.

During bar service, please place beer/cider/wine empties in the cases on the shelves to the right of the big fridge. When these cases are full, please place them in the cupboards under the back kitchen counter and put an empty case on the shelf by the fridge. Please do not collapse or throw liquor boxes away. Store them with the full cases of empties under the back cupboard.

Stocking the Fridges

When you arrive for your shift, you should find the two small fridges and the large bar fridge fully stocked. This should have been done by the bartender that worked the previous shift (the exception is preview night where the bar managers have stocked the bar). Doing this makes it fair for the next volunteer, as it means that each person just needs to stock once during his or her shift.

Wine: Open bottles of wine should be sealed with bottle stoppers. Store open red with the other bottles of red wine. Open white stays in the small fridge. Try to have no more than one or two bottles of each open at the end of your shift.

Please stock the fridges at the end of your shift as show below. (The exception is Closing Night when they don't need to be refilled.)

The two small fridges:

Inside

Freezer

Top shelf

Middle shelf

Bottom shelf

Do not put anything here			
10 Coke	10 iced tea	9 apple juice	
10 diet coke	10 sprite	10 ginger ale	
6 ale	3 apple cider	3 peach cider	6 lager

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Back of door

- Top and middle shelves: water
- Bottom shelf: 3 bottles white wine + 2 apple cider

The big fridge:

Please try and make sure there is:

- 1 case of each of the 5 canned drinks
- 1 flat of water
- 2 cases of lager and 2 cases of ale
- 1 case apple cider and 1 case of peach cider
- Lower level full of white wine

WHAT DO I DO IF WE ARE ALMOST OUT OF SOMETHING?

1. Write it in the communication book, AND
2. Leave a note in the cash bag

Note that toward the end of a show's run we intentionally let the stock get low.

Tips

There is a labelled tip jar if patrons wish to leave tips. Count the tips with the rest of the cash at the end of your shift. All tips go to Langham Court Theatre/Victoria Theatre Guild. Bartenders do not accept personal tips.

Towels

The bar towels are kept in the locked drawer with the snacks. Please use a fresh, clean bar towel for your shift, on the counter on your serving side. Place used/soiled bar towels in the marked white container under the main bar sink (to the right of the dishwasher). The towels are washed by a volunteer each show. We shouldn't run out of clean towels, but if we do, please contact the bar managers.

Most important...

Thank you for volunteering for the Guild!

Please let us know if there is anything we can do to help make your experience easier, safer or more enjoyable.