



Standard Operating Procedure (SOP)

Title: FOH – Beverage Service
Version: 1
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1. Objective

The objective of this SOP is to establish clear guidelines for serving alcoholic and non-alcoholic beverages at Tamborine Mountain Glades, ensuring proper pouring techniques, responsible alcohol service, and a high standard of guest satisfaction.

2. Scope

This SOP applies to all front of house food and beverage staff, including servers, bartenders, and waitstaff, involved in the preparation and service of beverages in the dining area, bar, or event spaces.

3. Responsibilities

- **Bartenders:** Responsible for preparing and serving alcoholic and non-alcoholic beverages according to established standards and ensuring responsible service.
- **Servers/Waitstaff:** Responsible for serving beverages to guests, following proper pouring techniques, and ensuring compliance with responsible alcohol service guidelines.
- **Food and Beverage Manager:** Oversees the beverage service process, ensuring adherence to SOPs and assisting with any service-related issues.

4. Procedure

4.1 Serving Alcoholic Beverages

1. Legal Requirements and Age Verification:

- Verify the legal drinking age of all guests ordering alcoholic beverages by checking a valid ID (e.g., driver's license, passport) before serving. The minimum legal drinking age must be strictly adhered to.
- Politely refuse service if the guest is unable to provide a valid ID or if there is any doubt about the authenticity of the identification.

2. Proper Pouring Techniques:

- **Beer:** When pouring draft beer, hold the glass at a 45-degree angle and begin to pour slowly. Gradually straighten the glass as it fills to achieve a proper head. For bottled beer, gently tilt the bottle and pour along the side of the glass to avoid excessive foam.
- **Wine:** Present the bottle to the guest, label facing them, before opening. After opening, pour a small amount for the guest to taste. Upon approval, pour the wine into the glass, filling it to the appropriate level (about one-third full for red wine, one-half full for white wine).
- **Spirits and Cocktails:** Measure spirits accurately using a jigger or other measuring device to ensure consistency. Pour the measured amount into the glass or shaker, and prepare the cocktail according to the recipe.



3. Serving Techniques:

- Serve drinks from the right side of the guest unless the situation requires otherwise.
- Always hold the glass by the stem or base to avoid touching the rim, maintaining hygiene and presentation standards.
- For wine or champagne, offer to keep the bottle on the table or in an ice bucket, depending on the guest's preference.

4. Responsible Alcohol Service:

- Monitor guests' alcohol consumption and be aware of signs of intoxication. If a guest appears intoxicated, stop serving alcohol and offer alternatives, such as non-alcoholic beverages or food.
- Politely refuse service to guests who are visibly intoxicated, using discretion and empathy. Offer to call a cab or arrange transportation if necessary.
- Avoid serving double measures or promoting excessive drinking. Always serve alcohol in moderation.

4.2 Serving Non-Alcoholic Beverages

1. Preparation of Non-Alcoholic Beverages:

- Ensure that all non-alcoholic beverages, such as juices, sodas, coffee, and tea, are prepared according to the menu specifications and guest preferences.
- Serve beverages in the appropriate glassware or cup, ensuring they are clean and free of smudges.

2. Proper Pouring Techniques:

- **Sodas and Juices:** Pour sodas and juices into the appropriate glassware, leaving space at the top to avoid spills. Use a coaster or napkin for drinks that may cause condensation.
- **Coffee and Tea:** Serve coffee and tea in a cup and saucer, ensuring that the cup handle faces the guest. Offer milk, cream, sugar, and lemon on the side, based on the guest's preference.

3. Presentation and Service:

- Serve non-alcoholic beverages with the same attention to detail as alcoholic beverages. Ensure that the glass or cup is placed on the table with care, avoiding any spills.
- Refill non-alcoholic beverages as needed throughout the meal, ensuring guests' glasses are never empty.

4.3 Handling and Serving Beverages

1. Glassware Selection and Handling:

- Use the appropriate glassware for each type of beverage, ensuring it is clean, polished, and free of chips or cracks.
- Handle glassware by the stem or base, never by the rim, to maintain hygiene and presentation.

2. Garnishing Drinks:

- Add garnishes, such as lemon slices, olives, or cherries, to beverages according to the recipe or guest request. Ensure garnishes are fresh and properly stored.



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- Avoid touching garnishes with bare hands; use tongs or gloves to place them in the drink.

3. **Serving with Care:**

- When carrying multiple drinks, use a tray to prevent spills and maintain stability. Arrange glasses on the tray so they are balanced and easily accessible.
- Serve drinks to the guest's right side, with care and precision, avoiding any splashes or drips.

4.4 Post-Service Follow-Up

1. **Checking Guest Satisfaction:**

- After serving beverages, check back with the guest to ensure they are satisfied with their drink. Address any concerns immediately, such as remaking a drink if necessary.
- Offer to refill beverages regularly, ensuring guests are well-attended to throughout their visit.

2. **Continuous Monitoring:**

- Monitor guests' needs for additional drinks, refills, or water. Be attentive without being intrusive, ensuring guests are comfortable and satisfied.
- For alcoholic beverages, continue to monitor for signs of intoxication and respond accordingly with responsible service practices.

3. **Clearing and Replacing Glassware:**

- Clear empty or unused glassware promptly and replace it with fresh glasses as needed. Avoid leaving empty glasses on the table for an extended period.
- Offer fresh drinks or additional beverages as the meal progresses, ensuring the guest's experience is seamless and enjoyable.

5. General Policies

1. **Professionalism:**

- Maintain a professional and courteous demeanor throughout the beverage service process, adhering to the venue's dress code and grooming standards.
- Ensure all interactions with guests are respectful, attentive, and focused on providing an exceptional experience.

2. **Guest Safety:**

- Prioritize guest safety by adhering strictly to responsible alcohol service guidelines. Avoid serving alcohol to guests who are underage or visibly intoxicated.
- Be proactive in offering assistance to guests who may need transportation or other support due to alcohol consumption.

3. **Consistency and Quality:**

- Ensure that all beverages are prepared and served consistently, following established recipes and presentation standards.
- Regularly review and practice service techniques to maintain consistency across the team.

6. Training and Review

1. **Ongoing Training:**



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- Participate in regular training sessions on beverage preparation, proper pouring techniques, and responsible alcohol service.
- Ensure that all staff are knowledgeable about the beverage menu and capable of making recommendations based on guest preferences.

2. **Review and Improvement:**

- Regularly review the beverage service process to identify areas for improvement, based on guest feedback and operational efficiency.
- Implement changes as needed to enhance the quality of service and guest satisfaction.