



On the Job Training (OJT) Certification: Bar Operations

Trainee Name:	Employee ID:	Date
Module Title:	Bar Operations Process	Module #:
Perform tasks in accordance with Section 18.0, Bar Operations Process		Store #:
<p>The Go Burrito OJT (On the Job) Training Certification process consists of four steps:</p> <p>DESCRIBE: The Trainer will DESCRIBE the process while the Trainee LISTENS</p> <p>DEMONSTRATE: The Trainer will DEMONSTRATE the process while the Trainee WATCHES (coaching)</p> <p>PERFORM: The Trainee will PERFORM the process while the Trainer OBSERVES</p> <p>VALIDATE: The Trainer will VALIDATE that the training has been completed correctly. If not, the Trainee will REPEAT the process until they achieve certification.</p> <p>Each step of the OJT Form must be signed off on. Once completed, this form is placed in the employee's file.</p>		
<p>STEP ONE: DESCRIBE</p> <p>Trainee: Your signature on this section certifies that you have received verbal instruction on the process steps by the Trainer and understand them.</p>		<p>_____</p> <p>Trainee Signature Date</p> <p>_____</p> <p>Trainee Printed Name</p>
<p>STEP TWO: DEMONSTRATE</p> <p>Trainee: Your signature on this section certifies that the process steps have been demonstrated for you by the Trainer and that you understand you have time to practice them independently.</p>		<p>_____</p> <p>Trainee Signature Date</p> <p>_____</p> <p>Trainee Printed Name</p>
<p>STEP THREE: PERFORM</p> <p>Trainee: Your signature on this section certifies that you have had sufficient time to practice the process steps and are ready to begin the validation phase of the training.</p>		<p>_____</p> <p>Trainee Signature Date</p> <p>_____</p> <p>Trainee Printed Name</p>
<p>STEP FOUR: VALIDATE</p> <p>Trainer: Your signature on this section certifies that the Trainee has performed the process completely and correctly under your observation.</p>		<p>_____</p> <p>Trainer Signature Date</p> <p>_____</p> <p>Trainer Printed Name</p>



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Process (What is being tested)		Knowledge (The answer is in parentheses.)				Answer	
						C	IC
O	P						
1	Operations Process			1.1.1	What is the purpose of the Bar Operations Process? <i>(Answer: The Bar Operations Process provides the instructions needed to successfully perform the daily operations of the Go Burrito Bar.)</i>		
2	Alcohol Awareness			1.2.1	What does Alcohol Awareness provide? <i>(Answer: It provides responsible service by recognizing the “early” signs of intoxication, monitoring your customer’s consumption, and treating them as you would like to be treated, you fulfil your responsibility and protect the guest.)</i>		
				1.2.2	What is the bartender’s role in alcohol awareness? <i>(Answer: Observe the customer for behaviours or signs of intoxication and watch to make sure that no underage customers are served. Monitor the customer’s consumption of alcohol and offer non-alcoholic beverage alternatives or food to prevent intoxication. Report any suspicions of customer intoxication to the manager. If there is any question, avoid further service and report to a manager who will make the final decision and determine whether the guest should remain or leave.)</i>		
				1.2.3	What is the manager’s role in alcohol awareness? <i>(Answer: Confirm that the customer is displaying signs of intoxication. Confront the customer to let them know that you do not allow intoxicated people to come into the restaurant and you do not allow intoxicated guests to drive. Resolve the situation by ensuring the intoxicated customer does not drive, has alternate means of transportation, and leaves the premises.)</i>		



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		1.2.4 What are our company policies regarding alcohol? <i>(Answer: All bartenders must be certified as per state requirements. Go Burrito! policy is strongly against overserving guests. We will not knowingly admit obviously intoxicated or underage customers to the bar. We will not knowingly serve alcohol to an obviously intoxicated or underage customer. We will offer alternatives to alcohol. We will create an atmosphere to promote responsible drinking. We will make a reasonable attempt to prevent obviously intoxicated customers from driving. We will not allow anyone to bring alcohol in any form into the Restaurant with him or her or allow anyone under the legal drinking age to sit at the bar.)</i>					
3	Bar Service			1.3.1 Who is responsible for making sure a guest at the bar never becomes belligerent or intoxicated? <i>(Answer: The bartender.)</i>			
				1.3.2 When a guest sits down at the bar, what do you present them with? <i>(Answer: Present them with a bar menu and a beverage napkin or coaster.)</i>			
4	Beer Service			1.4.1 How do you hold the pitcher or glass when pouring draft beer? <i>(Answer: At a 45° angle)</i>			
5	Wine Service			1.5.1 What do you check the wine glass for? <i>(Answer: Ensure that it is clean, polished, and free of any debris, cracks, or soap scum.)</i>			
				1.5.2 How much wine goes into each wine glass? <i>(Answer: 6 oz.)</i>			
6	Liquor Service			1.6.1 What do you use to measure the alcohol? <i>(Answer: A jigger)</i>			



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		1.6.2 How many ounces are in the Go Burrito Standard liquor pour? <i>(Answer: 1.5 oz.)</i>					
		1.6.3 How many ounces are in doubles, rocks, or neat liquor? <i>(Answer: 2oz.)</i>					
		1.6.4 How many ounces are in martinis and up liquor pours? <i>(Answer: 3oz.)</i>					
		1.6.5 What are Collins glasses used for? <i>(Answer: Collins glasses are for drinks ordered as a tall or as a double.)</i>					
		1.6.6 What are old fashioned glasses used for? <i>(Answer: Old Fashioned glasses are used for standard pour cocktails, liquor served on the rocks or neat, small margaritas, and Cadillac Margaritas.)</i>					
		1.6.7 What are pint glasses used for? <i>(Answer: Pint glasses are used for beer, Long Islands, Bloody Marys, Micheladas, and Margaritas.)</i>					
7	Serving Non-Alcoholic Drinks			1.7.1 What kind of glass do you use for water, tea, and sodas? <i>(Answer: A Libbey glass)</i>			
8	Wine Stock Maintenance			1.8.1 Do you use a new cork or the old cork once a new bottle of wine is opened? <i>(Answer: When you open a new bottle, throw away the old cork and replace with a clean pressure cork.)</i>			
				1.8.2 What order should wine bottles be uncorked? <i>(Answer: Wine bottles should be uncorked using the first in first out method.)</i>			



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9 Mixers Maintenance			1.9.1 When should you pour out juices? <i>(Answer Pour out any juice if it has a bad odor, is off colored, or has been left out for extended periods.)</i>				
			1.9.2 How do you clean the mixing station when a sticky build-up arises? <i>(Answer: Ensure that the sink is void of any food, glasses, dining ware, or spills (clean out using the faucet). Remove mixers from the mixing station and place them in the sink. Use the sanitizer towel from the sanitizer bucket to wipe off the outside and inside of the mixing station. Remove the pour spouts from the mixer bottles and rinse in warm water. Replace the pour spouts after tossing them in a dry rag. Replace each mixing bottle individually after wiping the bottle with the sanitizer rag.)</i>				
10 Liquor Stock Maintenance			1.10.1 Routinely the liquor bottles, speed rail, and shelves will accumulate a sticky build-up, how do you clean them? <i>(Answer: Remove bottles from one shelf of the liquor station and place them on the back bar. Keep the bottles in the same order so that it will be easier to put them back in the same order. Use the sanitizer towel (located in the sanitizer bucket) to wipe off all sides of the empty liquor shelves. Remove the pour spouts from the bottles and rinse in warm water. Replace the pour spouts after they are dry. Replace each bottle individually after wiping the bottle with the sanitizer rag. Repeat these steps for the remaining shelves. These steps can be completed for individual shelves, shelves affected by a spill or leak, or the entire station.)</i>				
			1.10.2 What order do you open liquor bottles? <i>(Answer: Liquor bottles should be opened using the first in first out method.)</i>				
11 Beer Cooler Maintenance			1.11.1 What do you do after a keg blows? <i>(Answer: Flush the line.)</i>				
			1.11.2 What is line flushing? <i>(Answer: Line flushing is the process of cleaning and sanitizing the beer lines.)</i>				



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		1.11.3 What are the steps you take to flush the line? <i>(Answer: Remove the tavern head from the blown keg. Acquire the line flushing canisters labelled “cleaner” and “water.” Prepare the Containers. Connect the tavern head to the cleaner canister. From the tap wall, run the line into either the drain if its plumbed or into a bucket. Once the cleaner is drained replace the cleaner canister with the water container. From the tap wall, run and empty the water container either into the drain or a bucket. Disconnect the water canister and connect a new keg.)</i>							
		1.11.4 Where are the gas cylinders for beer gas located? <i>(Answer: The gas cylinders for beer gas are located on the outside of the cooler.)</i>							
12	Bar Cooler Maintenance			1.12.1 How do you inspect the surfaces of the bar cooler? <i>(Answer: Clean out the bar cooler weekly, according to the House Cleaning Schedule. Clean up any spills or broken glass in the coolers immediately. Clean the bar cooler glass nightly with Windex and paper towels. Clean all other surfaces on the outside of the cooler nightly with a sanitizer towel. Use stainless steel polish with a clean dry towel to polish all stainless-steel surfaces once a week, according to the House Cleaning Schedule.)</i>					
13	Ice Bin			1.13.1 What do you use to scoop ice? <i>(Answer: An ice scoop or clean tongs. Never use your hands.)</i>					
				1.13.2 Can you store the scoop inside the ice bin? <i>(Answer: No.)</i>					
14	Weekly Inventory			1.14.1 What do you start the inventory check with? <i>(Answer: Start your inventory check with the keg cooler.)</i>					
				1.14.2 How do you count cases of beer when do inventory? <i>(Answer: When counting cases of beer count individual bottles (e.g. a 6 pack of beer is recorded as 6 not 1).)</i>					



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				1.14.3 How do you count open liquor bottles? <i>(Answer: Weigh each bottle in ounces and record.)</i>			
				1.14.4 How do you count open wine bottles? <i>(Answer: Weigh each bottle in ounces and record.)</i>			
NOTES:							



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OJT Program Overview

The **Go Burrito** OJT Training Certification process consists of four primary steps:

- DESCRIBE:** The Trainer will DESCRIBE the process while the Trainee LISTENS
DEMONSTRATE: The Trainer will DEMONSTRATE the process while the Trainee WATCHES
PERFORM: The Trainee will PERFORM the process while the Trainer OBSERVES
VALIDATE: The Trainer will VALIDATE that the training has been completed correctly. If not, the Trainee will REPEAT the process until they achieve certification.

Each step of the OJT Form must be signed off on below by the appropriate person. Once completed this form is placed in the employee's file.

CODES:

Codes on the OJT indicate completion of the steps in the training process. The Trainer will check the appropriate column for each action as follows.

- O** "observe" The Trainee has observed the process performed by the trainer at least once.
- P** "perform" The Trainee has performed the process and been observed by the Trainer.
- C** "correct" The answer provided by the Trainee for this question is correct.
- IC** "incorrect" The answer provided by the Trainee for this answer is not correct.

TRAINEE RESPONSIBILITIES:

- GENERAL:** Read the latest revision and changes of the process
- STEP ONE:** Carefully listen as the process is described by the Trainer.
- STEP TWO:** Confirm that you have had the process steps described and demonstrated to you, and that you are ready to practice them independently.
- STEP THREE:** Confirm that you have had sufficient time to practice the process steps, and are prepared to perform them for the Trainer as they have been shown to you, completely and accurately.
- STEP FOUR:** Receive verification from the trainer for successful completion or repeat as needed.

TRAINER RESPONSIBILITIES:

- GENERAL:** Train in groups of three or smaller. Observe and verify processes on a one-on-one basis. Return the OJT form to the Manager for filing when complete.
- STEP ONE:** Carefully read through the process to the Trainee, discussing each step.
- STEP TWO:** Carefully demonstrate the process to the Trainee, showing each step.
- STEP THREE:** Observe the Trainee perform each step of the process and give feedback as needed.
- STEP FOUR:** Validate Trainee performance as acceptable or repeat the certification process until Trainee's performance is acceptable.

MANAGER RESPONSIBILITIES:

- Provide Trainers with the latest revision of processes.
- Make certain that all Trainees are scheduled for the certification as quickly as possible.
- Review the OJT Form for completeness and accuracy, then place it in the Trainee's employment file.