BAR OPERATION

PART A. VOCABULARIES

No	Vocabulary	Meaning
1.	Bar Display/Back Bar	The place for display alcoholic beverages such as spirits and liqueurs and also displaying bar glasses.
2.	Bartender's Station	The place used by bartender to prepare and mix the beverage.
3.	Bar Counter	The function as a dividing table between the bartender and guests and also function as a table where guests enjoy their drinks.
4.	Bar Lounge/Bar Room	This is a place for sitting the guest while they enjoy the drinks.
5.	Bar Storage	This is a room that used to stroke the beverages.
6.	Wells	The place to put some drinks and to make mixed drinks.
7.	Ice Chest	The place to store ice cubes so it does not melt quickly.
8.	Glass Chiller	Tool used to make the glass cool so that the drink becomes fresher.
9.	Sink	The tools used to wash bar equipment are usually made of stainless steel and are equipped with hot and cold water, in order to making it easier to clean the bar equipment.
10	Jigger	Equipment used by bartender to measure the drinks.

PART B. BAR OPERATION

I. The definition of Bar Operation

According to (Glory, 2018) bar operation is a daily activity carried out by bartenders in accordance with the mechanism that has been prepared by Bar Management, bar manager, assistant bar manager and also head of bartender. They will supervise the bar operation process goes well so that there are no mistakes in providing service to guests. Bar operation has three processes, the first is preparation / opening / pre-service preparation or

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it can be called mise-en-plase which means various jobs that must be done correctly and carefully so that the bar is ready to serve guests well (Astina, 2018). The second process is service to the guest and the third process is closing (Astina, 2018).

II. The Processes of Bar Operation are:

1. Preparation/Opening

In this process there are some steps that must be done by bartender they are:

1.1 Cleaning Bar and also the Equipment

The cleanliness is the most important thing in the bar. Cleanliness of all bar areas such as bar displays, bar counters, bar lounges must always be considered properly so that the bar looks clean and tidy. Bar floors must also be kept clean and dry so that guests can feel comfortable at the bar. The glass in the bar must also be kept clean and shiny without the slightest dust so that the equipment on display looks beautiful. In addition to the cleanliness of the bar area, which is no less important, the cleanliness of the bar equipment must always be considered and maintained properly. Bar equipment must always be cleaned in accordance with established procedures. Blenders, refrigerators, coffee machines, wells, jiggers, bar knives and other equipment must always be clean and ready to use. Bar glasses must also always be clean, washed under running water and dried using a napkin.

1.2 Prepare Par Stock and Bar Requisition

Before the bar is opened to the guests, the bartender must check the supply of beverages at the bar. The beverages available must always be "up to the par." Par Stock is the minimum number of bottles for each drink required at the bar in a day. If the supply of drinks in a day is lacking or insufficient, then a bar requisition must be made so that the supply of drinks in a day is sufficient. Beverage requisitions can be made every day or not and this depends on the discretion of the bar's management. The function of the Bar Requisition is to control the entry of beverages into the bar and to maintain stock of beverages at the bar.

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1.3 Prepare Bar Display

The bar display must always look clean and tidy. The items on bar display must look clean and tidy accordance with the available space so that it looks beautiful to see. The bar glasses must be grouped according to their type and placed in an inverted position, this is useful so that dust does not enter the glass. Besides bar glasses, the bottles of alcoholic beverages are also displayed on the bar display and grouped according their type so that it looks tidy. The beverage labels must always face the guest so that they can easily read the brand of the beverages.

1.4 Prepare Bartender's Station

All bar equipment must be ensured in clean condition and free of dust. Hand-tool bar must also be ensured in a clean condition such as shakers, mixing glasses, jiggers, pourers, strainers, funnels and others. Bar supplies must also be checked for inventory so that it is enough to use for a day. Bar supplies must be neatly arranged in the available places. If the bartender also handles cash registers, the things that must be prepared are guest bills, cash and sales reports.

1.5 Prepare Bar Counter

Bar counter must always be clean and tidy because this is a place for guests to drink. There are several important things that must be prepared at the bar counter such as ashtrays, drink lists, paper cocktail napkins, flower vases, and other necessary materials so that they can attract the attention of guests to buy drinks. The bar stool in front of the bar counter must also be clean and tidy so that guests feel comfortable sitting and enjoying their drinks.

2. Service to the Guest

After the bar is properly prepared, the materials and tools are available and ready to use, the drinks are complete and the bar area is clean, meaning that the bar is ready to open. There are 4 things that must be considered by bartender in giving service to the guest, as follows:

2.1 Welcoming the Guest

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In welcoming guests the bartender must always be friendly and polite in serving the guests. It begins through say greeting such as good morning, good afternoon, good evening according to the time guests come to the bar. Then the bartender can lead the guest to the seat that the guest wants. Greet if you know the guest's name you can say their name and ask "how are you today?" if not you can just ask their condition.

2.2 Taking Order

Taking orders is an activity that is carried out after guests sit down and read the list of drinks available at the bar. After guests sit down, they will be given a list of drinks and give guests time to read and choose the drinks they want to order. While guests are reading the drink list, the bartender will prepare snacks such as nuts or crackers. After that the bartender must prepare an "order pad" which is useful for take a note guest orders. After the guest has chosen the drink they want to order, record the order on the order pad and do not forget to repeat the order so that there is no mistake in taking order.

2.3 Serving the beverage

Serving the beverage is an activity carried out by the bartender after the drinks ordered by guests have been made and the drinks are served to guests using service tray or tray cloth. Drinks must also be arranged neatly on the tray by placing heavy drinks in the middle of the tray and the drinks to be served first are placed on the edge of the tray so that it is easier to serve drinks to guests. Be sure to check the equipment that must be used to serve drinks such as coasters, straws, stirrers, garnishes and glasses.

There are several rules in serving drinks to guests, which is by always serving drinks from the right side of the guest. Serve drinks to female guests first, followed by male guests. First put the coaster on the table and put the drinks on the coaster bag. The way to serve bottle drinks is almost the same, serving from the right side of the guest, put the coaster first, then put the glass on the coaster and the drink is poured into the glass, the rest of the drinks in the bottle can be placed on the guest table. After all drinks are served to guests, the bartender must allow guests to enjoy their drinks.

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2.4 Clean up

Clean up is an activity carried out by the bartender when the guest has finished enjoying the drink by cleaning the table area so that the table is ready to be used again. If the guest has finished enjoying the drink and asks for the bill, the bartender can give the bill to the guest using the bill tray and the position of bill is upside down. Ask the guest if he or she will pay using cash or a credit card. If the guest pays using cash, count the money in front of the guest and if the guest pays using a credit card, take the guest to the cashier. After the guest has finished paying do not forget to say thank you very much and come back to your bar again. After the guests leave from the bar it is the turn of bartender do the clean up the table. The empty glasses and bottles should be cleaned. Rearrange the table according to the standards set at the bar.

3. Closing

Closing is the last stage in bar operation. In this stage the entire bar personnel carry out their duties and responsibilities according to their respective duties. The bartender must do an inventory by counting the number of drinks that still available and the results are reported to the bar management. The bartender should also clean the bar area and clean the tools used previously. Re-stocking is also carried out at closing in order to make it easier to opening bar in the next.

PART C. READING

Please read the conversation between Bartender and the guest below with your partner to practice your reading skill!

Bartender : Good Evening sir, welcome to Cello Bar, may I help you?

Guest : Good Evening, I want to order a glass cocktail.

Bartender : Certainly sir, Follow me please.

Guest : Yes, thank you

Bartender : Sit down please sir.

Guest : Thank you

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Bartender : Here is our list of drinks sir.

Guest : Ok, I will read it first.

Bartender : Please sir.

Guest : Bartender please

Bartender : Yes sir, are you ready to order?

Guest : Of course, I want to order Mojito please and do you have any kind of snack?

Bartender : Of course we have peanuts sir.

Guest : I want that please.

Bartender : Alright sir, anything else that you want to order sir?

Guest : No, that is enough

Bartender : Alright sir I will repeat your order so you order one mojito and one peanuts, I will prepare it for you sir.

Guest : Can I get an ashtray?

Bartender : Sure here it is sir.

Guest : Thank

Bartender : Excuse me sir here is your peanuts and mojito, enjoy sir.

Guest : Can I have extra peanuts?

Bartender : of course sir, I will bring it to you anything else that I can help sir?

Guest : No only that thank.

Bartender : Here is your extra peanuts sir, please enjoy sir

(The guest enjoy the drink and snack)

Guest : It is really fresh and good, so I will pay it now.

Bartender : Here is your bill sir; do you want to pay by cash or credit cards sir?

Guest : By cash one

Bartender : Thank you very much sir for coming and enjoy our drink here, have a nice day sir.

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The Quiz through Live Worksheet

Questions for Vocabulary:

1. The place for display alcoholic beverages such as spirits and liqueurs and also displaying bar glasses it is called …..
2. The place used by bartender to prepare and mix the beverage it is called ….
3. The room that used to stroke the beverages in the bar it is called …
4. Tool used to make the glass cool so that the drink becomes fresher it is called …..
5. Equipment used by bartender to measure the drinks called ….

Questions for Reading skill:

Please read the conversation below and answer the question number 1-5!

(Conversation between guest and bartender in the bar)

Bartender : Good afternoon sir, welcome to fresh bar, may I help you?

Guest : I want to order some drink here

Bartender : Do you have any reservation table before sir?

Guest : No, I do not have any.

Bartender : Alright sir, follow me please.

Guest : Yes

Bartender : Sit down please sir

Guest : Thank you

Bartender : Excuse me sir, here is the drink list in our bar

Guest : Thank you

(The guest read the drink list)

Bartender : Are you ready to order sir?

Guest : Sure, I will order one margarita, one tropical mock tail and some crackers please.

Bartender : Do you want strong margarita or the ordinary one sir?

Guest : An ordinary margarita please.

Bartender : Alright sir, may I repeat your order?

Guest : Sure

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Bartender : You order are one ordinary margarita, one tropical mock tail and some crackers, anything else that you want order sir?

Guest : No thank you

Bartender : Wait a moment sir I will prepare it for you.

Guest : Thank you

(Bartender prepare the order)

Bartender : Excuse me sir, here is ordinary mojito, tropical mock tail and crackers, please enjoy sir.

Guest : Alright

(The guest enjoy the drink and snack)

Bartender : How was the drink sir?

Guest : It was wonderful and fresh, I will pay it now.

Bartender : Thank you sir, here is your bill do you want pay by cash or credit card?

Guest : By cash

Bartender : Alright sir, thank you very much for coming and have a great day sir.

1. From the conversation above where is the guest come to buy some drinks?
2. What is the bartender said in greeting the guest in the first conversation?
3. What is the phrase used by bartender in taking order?
4. What is the bartender do after repeat the guest's order?
5. What is the phrase used by bartender in the last conversation?

Questions for writing skill

1. Please write phrases that the bartender can used in greeting and welcoming the guest!
2. Please write phrases that the bartender can use when the guest ready to order!
3. Please write one sentence that indicates the bartender serving the drink to guest!
4. Please write one phrase that the bartender can use in giving the bill to the guest!
5. Please write a simple conversation between guest and bartender with your classmate!

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The Steps how to use Live Worksheet for Teaching English for bartender "Bar Operation"

1. The first is teacher should visit the site www.liveworksheets.com on web.
2. The second teacher should register the account first and after that you will get an email and the account can be activated via email.
3. The third teacher must login to live worksheets using the email and password that has been created.
4. There are some feature on live worksheets they are home page, about this site, interactive worksheets, make interactive worksheets, make interactive workbooks.
5. The next step is at the top menu of live worksheets there is an option "make interactive worksheets" click it and select "get started".
6. The sixth you can upload the work sheets that you already made on Microsoft Word but you should convert the file to PDF file.
7. Then the worksheets will be displayed and teacher can edit the worksheet through click edit feature.
8. If there is quiz/question teacher can give the key answer through click edit and write the key answer.
9. To see the material and quiz you can click worksheet preview to make sure all is complete.
10. If all of the material and quiz is well done teacher can click save feature and give the details information about the material.
11. The last teacher can copy the link of the material and share it to students.

How to integrated live worksheet into Google classroom:

1. The first step is teacher create questions on live worksheet.
2. The second is teacher open the Google Classroom and choose the class.
3. The third is teacher shares the link of the live worksheet on Google Classroom through write the instruction first and followed by the link in the announcement on the top side.
4. The fourth students open Google Classroom and choose the class.
5. The fifth students can click the link that the teacher shared on forum Google Classroom.
6. The sixth students will see the questions on live worksheet.

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