

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 members, 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 and the Post Commander. 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. Know the location and operation of all first-aid equipment and fire extinguishers.
 5. Know the procedure for reporting any patron or employee injury.
 6. Arrive on time for all shifts neat in personal appearance and in appropriate dress.
 7. Verify your bank bag and any other cash accounts associated with the shift.
 8. Review the Bartenders pass down book at start of shift. Be sure to read all entries since your last shift.
 9. Verify membership and proper ID unless you know positively that a patron is a Post or Auxiliary member and the dues are current.
 10. Understand the requirements for bona fide guests. Use the Canteen Guests record properly.
 11. Be knowledgeable about becoming a member so as to help any guests seeking membership.
 12. Complete the Daily Bartender Report and any other shift paperwork.
 13. Be conscious of personal hygiene during shift. Wash hands frequently.
 14. Operate the POS in a manner that ensures full accountability of all drinks/food served.
 15. Prepare drinks consistent with the appropriate proportions of alcohol and mixers.
 16. Maintain bar area in a clean and functional manner. Empty trash cans regularly.
 17. Clean, clear, and reset tables and chairs as needed including those on the outside deck.

18. Keep drink supplies stocked throughout shift.
 19. Check deliveries during the shift against the invoice and store all deliveries as appropriate.
 20. 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?”
 21. Do not drink alcoholic beverages while on shift.
 22. 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 at least thirty minutes prior to the opening of the Post.
 2. Upon initial entry:
 - i. If you detect indication of intrusion or vandalism, exit immediately and contact 911 and the Canteen Manager.
 - ii. If you smell gas upon entering, do not turn anything on. Exit immediately, leave door open, and contact 911 and the Canteen Manager.
 3. If everything appears normal, turn on lights, secure alarm, but keep doors locked until ready to open. Be mindful of your safety.
 4. Check stove to verify gas is off (blue handle perpendicular to gas pipe line).
 5. Check all refrigerators and coolers closed and locked as appropriate.
 6. Turn on circuit breakers and lights, interior/exterior, as needed.
 7. Get bank bag and other items as needed from the office. Ensure safe and office is locked upon exit.
 8. Note general condition of the Canteen including the bathrooms, the downstairs area, and the outside deck. Indicate significant discrepancies on the Bartender Daily Report.
 9. Reconcile all cash at beginning of shift and at turn-over. Note any discrepancies.
- c. Closing Shift
1. Upon arrival, note the general condition of the Canteen including the bathrooms, the downstairs area, and the outside deck. Indicate significant discrepancies on the Bartender Daily Report.
 2. Get bank bag and other items as needed from the office. Ensure safe and office is locked upon exit.
 3. Reconcile all cash at turn-over and at end of shift. Note any discrepancies.
 4. Obtain stock from outside coolers and empty trash as closing approaches to avoid completing these tasks when you are alone at the Post. Be mindful of your safety.
 5. 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.
 6. Check exterior. No one should be lingering on the deck after the scheduled closing time.
 7. Lock all 4 doors. Be mindful of your safety.
 8. Check stove to verify gas is off (blue handle perpendicular to gas pipe line).
 9. Check all refrigerators and coolers closed and locked as appropriate.
 10. Restock bar and merchandise as needed.
 11. Secure TVs, music system, ceiling fans, lights. Leave light on over POS system.
 12. 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, House Committee, or the Post Commander 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 situations

warrants. Always be mindful that your safety and the safety of our patrons, 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 Post Commander.

Bartender (Print Name)

Bartender Signature/Date

Canteen Manager (Print Name)

Canteen Manager Signature/Date

Post Commander (Print Name)

Post Commander Signature/Date