

Gala Drink Training

Attire: Ladies wear solid white Russian dresses with white scarves and black accessories. Men wear black collared and long sleeve shirts or Russian shirts with black slacks. Black and White pinstriped aprons will be provided. Name tags will be provided.

Signing In and Out:

- Volunteers are required to sign in and out on the volunteer signup sheet to meet their volunteer requirement.
- Completing the entire shift is mandatory; early departure is not permitted.

Training Requirement:

Volunteers must read both the [2025 Gala General Training Information.docx](#) and the Gala Drink Training. Additionally, you must attend the Welcome Committee Training scheduled for Monday, June 09, 2025, starting at 6:30pm.

Important Information:

- Drinking is strictly prohibited during the event.
- All vehicles parked in the on the venue property must be removed by 11:00 pm.
- It's essential that no one leaves early. Please clean your area and then assist each other until all areas are cleaned up. Refer to the list of cleaning duties outlined in the [2025 Gala General Training Information.docx](#) that every volunteer must contribute to.

Schedule:

- 1:00 pm - Arrive at the venue and meet with the lead to sign into the Volunteer Sign-Up Sheet.
- 1:00 -3:00 pm:
 - Double-check inventory to be sure nothing is missing or damaged.
 - Get the bar area ready; move things around, sweep, wipe down the bar, and make sure everything is presentable.
 - Put coolers into designated areas/label them if needed.
 - Make sure that there is a prep area for garnishes and premixed pitchers.
 - Begin to stack cups for easy reach while maintaining presentation. The same goes for napkins, mixing straws, etc...
 - Begin loading designated coolers with designated drinks and ice so that they will be cold.
 - Make sure that you are aware of your designated position, front/back bar, and that you know where all back stock will be kept.
 - Double check we have a menu displayed
- 3:30 pm: Guests will begin arriving! This will begin the cocktail hour.
- 4:30 pm – 9:00 pm:

- Be ready to greet them with eye contact and smiles. Try to make this a habit for every guest.
- We will be making drinks to order for the remainder of the evening; between speeches, dinner, raffles, etc.
- Two or Three of us will be walking around during dinner taking drink orders
- 8:50 is last call, the bar is closed by 9:00, NO EXCEPTIONS
- 9:00-11:00: Clean up
 - Pack up all unused cups, napkins, and other supplies back into their respective containers.
 - Start washing all (washable) equipment and place on a towel to dry
 - Cap all liquor bottles and place aside
 - Wipe down the bar area and clean up any messes on the floor.
 - dump out any coolers of ice and tip them over to drain and dry
 - Gather all unopened and unused supplies to the side for the lead to get returned
 - Once done cleaning bar area, then must clean and breakdown the rest of the venue. Cleaning tasks are in the [2025 Gala General Training Information.docx](#). All volunteers must clean the venue.

Drink-Making Instructions:

- Retrieve, set up, and group glassware according to liquor.
 - Never retrieve glassware by the rim. Always grip the base or stem
 - Grouping, the same liquor glassware side by side expedites production
- Ice glassware to capacity but do not breach the rim.
 - Never use glassware as an ice scoop, always use the designated ice scoop
 - Failing to ice glassware to capacity produces a weaker drink
 - Less ice doesn't equal more liquor. Less ice equals more mix
 - More mix melts ice quicker causing drinks to become watered down
- Always bartend using both hands.
 - One hand pouring and one hand holding the jigger
 - Hold the jigger slightly above the glassware or shaker tin
 - Never free pour. Always use a jigger
- Prepare the entire order before distributing drinks.
- Preparation is not complete without garnish and stir straw.
- Pour beers into a cup so guests are not walking around with a container in their hand. Pour it slowly into a tilted cup so it doesn't splash into the cup making it more flat and producing a lot of undesired foam.

Drink Menu:

Classic Cocktails

Old Fashioned

Bourbon, simple syrup, dash of bitters, garnished with an orange slice and maraschino cherry

Moscow Mule

Vodka, ginger beer, squeeze of a lime, served with ice and a lime wedge

Mojito

Rum (or tequila for special requests), mint, simple syrup, lime

Themed Cocktails

Smokey Pearl

Bourbon, smoked honey, lemon juice, black walnut bitters

White Siren

Vodka, elderflower liqueur, lemon, white peach syrup

Sea Spritz

Rum, elderflower liqueur, lime, club soda, dash of grenadine

All themed cocktails can be made as a mocktail by omitting the alcohol

Beer Options:

Beers:

10 Barrels Apocalypse IPA

Busch Light

Busch N/A

Michelob Ultra Light

Seltzers:

Michelob Ultra – Cucumber Lime

Michelob Ultra – Watermelon Strawberry

Michelob Ultra – Spicy Pineapple

Michelob Ultra – Grapefruit Melon

Drink Service and Delivery:

Always place a cocktail napkin in front of each customer. Napkin placement notifies bartenders and management customers have been approached and are receiving service.

- Serve ladies first
- Handle glassware by base or stem, never by the rim
- Place drinks on napkin used to mark service
- Replace soiled napkins
- Call out drinks by name or pouring brand
- Make eye contact and speak clearly
- Multi-task by cleaning the bar top while delivering drinks
- Conclude delivery by asking, “Can I get you anything else?”
- Ask for reorder by product name, “Can I get you another Jack and Coke?”
- Replace the customer’s cocktail napkin upon reorder
- Discard the empty glass and napkin together, even if they say “we can just reuse this”
- Provide the type of service you would like to receive if you were across the bar
- Beer shall be poured into a cup, we want to avoid the image of people holding containers

Ice Guidelines:

- Ice must be clean and remain contaminant-free. Never store anything in your ice bin other than an ice scoop with its handle facing out.
- Fill glassware to capacity with ice but do not breach the rim
- Use new ice when making a new drink
- Discard old ice along with used glassware
- Use ice scoops when handling ice, never hands, glassware, or shaker tins
- Place ice scoops shovel down with the handle facing up
- Never contaminate ice by storing liquor bottles or beer cans in there

Garnishes:

Correctly garnishing a drink enhances its appearance while elevating its appeal. However, when done incorrectly, becomes a distraction sometimes making drinks difficult to consume. Our recipes include garnishes and we expect all drinks be garnished before going across the bar. Drinks are not complete until garnished.

Cocktail Server Responsibilities:

Operating a dedicated service well requires teamwork. Cocktail servers and bartenders must work in tandem to ensure seamless drink production, presentation, and delivery.

- Always keep a smile and a positive attitude while walking around the dinner tables
- Take the orders for the entire table, if there are only one or two orders, move to the next table and gather their order as well. This will help speed up the orders as to not waste time going back to the bar for one drink
- Write down clearly and legibly so the bartenders can quickly discern what the order is
- The names of the drinks have been made to be able to write them down quickly, just use the first letters of the words. Example, Smokey Pearl: SP, White Siren: WS, Sea Spritz: SS, Moscow Mule: MM, Old Fashioned: OF, and Mojito: M
- After collecting all the orders, repeat them back to the guests to make sure everything is correct.
- Drop off drink ticket and go back to get another drink order, when dropping off the next drink ticket, hopefully a previous drink order is complete and you can go serve them to the corresponding table.

Bartender Responsibilities:

- Drink preparation
- Garnishing
- Providing drink information
- Assisting cocktail servers with drink knowledge
- Keep a clean and professional working environment.

Mid-Shift Responsibilities & Multi-Tasking:

- Maintain bar top, bar floor, and floor drains free of all debris
- Prevent hand sinks from becoming dump sinks
- Immediately remove any debris from hand sink
- Wipe, clean and dry bar top spills immediately
- Monitor ice bin levels and request ice as needed
- Monitor glassware depletion and request as needed
- Monitor beer levels and request as needed
- Monitor fruit tray and liqueur levels, request as needed
- Maintain your zone while providing assistance to adjacent zones
- Serve multiple customers by taking additional orders
- Take additional orders while making drinks
- Remove debris and wipe down the bar top while taking orders or serving drinks
- Answer questions with as much detail as possible
- Provide solutions to service problems or notify management
- Discard used towels into the designated bus tub beneath the bar

Garbage, Cans, And Recycling:

- Avoid shattering glass by not throwing bottles into garbage cans
- Remove garbage cans before garbage impedes the customers line of sight
- Dragging garbage cans, across the floor, destroys the bottom of the can causing it to break and bleed liquid. Ask for assistance or use the dolly to move garbage cans

Teamwork:

Our bar is a team. Our bartenders are team players who embrace teamwork by opening, operating, closing, cleaning, counting tips, and leaving the bar together. Our bar staff is no different than a sports team. We are both comprised of multiple players, with different strengths and weaknesses, working towards a common goal. Our goal is superior service and great-tasting drinks. Achieving this requires;

- Returning bottles after pouring (bottle placement)
- Replenishing bottles after depletion. (gap placement)
- Cleaning as you go (multi-tasking)
- Recommending drinks