

FOH standards

Arena bar

- Seat upgrade sign clearly visible
- Ice cream freezer full of all all flavours available with all tubs facing up with branding/ name facing the correct way up to customers
- Drinks fridges full and bar menu range all available, ensure all drinks labels facing forwards and light on during all service periods
- Chocolate to be kept in fridges aside from during selling hours
- Check price menu signs in good condition and visible
- Close serving hatch during the performance and ensure all lights off
- Arena steward assigned and ready to issue cushions/ blankets from storage area underneath Premium Seating
- Ensure que is formed up the gully against the wall, keep gully entrance clear at all times
- Check bins always useable and never full

Gate steward

- Present a warm welcome to every customer
- Check people in efficiently and advise the bar is open and ticket upgrades available
- Issue drinks tokens to ticket upgrade customers and season ticket holders to those with proof of purchase.
- Call the Duty Manager quickly for any ticket sales on the night

Bar

- The shelf that is visible to customers to have stock and bar equipment only, no bin bags/ wipes etc. these should all be out of sight. All stock to be well presented with brand label facing customers.
- Ensure special drinks in jars look attractive, are full with fresh fruit, lids closed
- Ensure all snacks on sale; crisps, popcorn and chips in silver shelf unit, chocolate in black unit and snack boxes on shelf
 - Chocolate to be kept in fridge between selling periods
- Ensure reserve stock for best sellers are kept in the bar.
- Ensure the fridge is always completely re-filled at the end of each selling period
- Keep mint and fruit fresh and re-stocked
 - rewater mint at the end of each night.
 - Fresh fruit to be bought by bar leads as/when necessary and can be reimbursed via martin.
- Ensure A boards always look good and put in best positions
- Re do any signs/ boards that become smudged/ wet etc.
- Keep selling equipment cables as tidy as possible
- Ensure all rubbish, boxes, bags are cleared at the end of each shift
- Actively offer food/ snacks to go with drinks and vice versa
- Preemptively suggest larger wine sizes.
- Promote the ordering of interval drinks

- Ensure ice machine refilled and 5 litre container refilled at the end of each selling period
- Put excess ice in a bag in the ice cream freezer at the end of shift so there is some premade for the next day.
- Ensure Zettles/devices are left on charge between shifts, prioritising box office/arena devices

Ice Cream

- Ensure at least 2 face out of all flavours, 4 of popular/ well stocked lines.
- Ensure all flavours available in both freezers for every selling period
- Ensure any low/ missing flavours are picked up early and ordered in time
- Ensure low stock is flagged to the Duty Manager
- Ensure fill level is maintained at the beginning of each performance to the top of each basket

General

Stock check Thursday night for all orders ready to be put through on Friday

- Stock counts of the following to be done on Thursday:
- Wine bottles
- Liquor bottles
- Juice bottles/larger mixer bottles for premixed cocktails.
- Ice cream. (also counted on monday)
- Fevertree mixers
- coke/diet coke mixer bottles