




## Class 8

You now know how to run a bar employing excellent customer service, money management, beverage management and also preparing layered drinks.





In this last class you will learn:


1. Products and premium brands
2. Graduate services
3. Interviewing process and skills
4. Building your resume
5. Common bartending mistakes to avoid
6. Alcohol certification (can be done earlier)

### Products and premium brands

Vodka		Varieties
	<p><b>42 Below Vodka</b></p>	<p>42 Below® vodka</p>
	<p><b>Absolut Vodka</b></p>	<p>Absolut® vodka            Absolut® Raspberri vodka            Absolut® Peach vodka            Absolut® Mandarin vodka            Absolut® Kurant vodka            Absolut® Peach vodka            Absolut® Citron vodka            Absolut® Limon vodka            Absolut® Pepper vodka            Absolut® Ruby Red vodka            Absolut® Vanilla vodka</p>
	<p><b>Aslanov Vodka</b></p>	<p>Aslanov® Blue vodka            Aslanov® Lemon vodka            Aslanov® Blackcurrant vodka</p>

	<b>Banff Ice Vodka</b>	Banff® Ice vodka
	<b>Bartons Vodka</b>	Bartons® vodka
	<b>Belvedere Vodka</b>	Belvedere® vodka
	<b>Bison Grass Vodka</b>	Bison Grass® vodka
	<b>Blavod Vodka</b>	Blavod® vodka
	<b>Burnett's Vodka</b>	Burnett's® coconut vodka

	<p><b>Ciroc Vodka</b></p>	<p>Ciroc® vodka</p>
	<p><b>Finlandia Vodka</b></p>	<p>Finlandia® cranberry vodka Finlandia® pineapple vodka Finlandia® vodka</p>
	<p><b>Fleischmann's Vodka</b></p>	<p>Fleischmann's® vodka</p>
	<p><b>Fris Vodka</b></p>	<p>Fris® apple vodka Fris® vodka</p>
	<p><b>Godlenbarr Vodka</b></p>	<p>Goldenbarr® chocolate vodka</p>
	<p><b>Grey Goose Vodka</b></p>	<p>Grey Goose® L'Orange vodka Grey Goose® vodka</p>

	<p><b>Ikon Vodka</b></p>	<p>Ikon® vodka</p>
	<p><b>Inferno Vodka</b></p>	<p>Inferno® Pepper Pot vodka</p>
	<p><b>Ketel One Vodka</b></p>	<p>Ketel One® vodka</p>
	<p><b>Korski Vodka</b></p>	<p>Korski® vodka</p>
	<p><b>Koskenkorva Vodka</b></p>	<p>Koskenkorva® vodka</p>
	<p><b>McCormick's Vodka</b></p>	<p>McCormick's® vanilla vodka</p>

	<p><b>OP Vodka</b> OP® flavored vodka</p>
	<p><b>Orange Reef Vodka</b> Orange Reef® vodka</p>
	<p><b>Popov Vodka</b> Popov® vodka</p>
	<p><b>Skyy Vodka</b> Skyy® Blue vodka Skyy® citrus vodka Skyy® melon vodka Skyy® spiced vodka Skyy® vodka</p>
	<p><b>Smirnoff Vodka</b> Smirnoff® apple vodka Smirnoff® Blue Label vodka Smirnoff® Citrus Twist vodka Smirnoff® citrus vodka Smirnoff® Cranberry Twist vodka Smirnoff® cranberry vodka Smirnoff® Green Apple Twist vodka Smirnoff® Lemon Twist vodka Smirnoff® lemon vodka Smirnoff® Orange Twist vodka Smirnoff® orange vodka Smirnoff® Raspberry Twist vodka Smirnoff® raspberry vodka Smirnoff® Red Label vodka Smirnoff® Vanilla Twist vodka</p>

	Smirnoff® vodka Smirnoff® Watermelon Twist vodka Smirnoff® watermelon vodka
	<b>Stoli Vodka</b> Stoli® Cranberi vodka Stoli® Kafya vodka Stoli® Limonnaya vodka Stoli® Ohranj vodka Stoli® Persik vodka Stoli® Pertsovka vodka Stoli® Raspberry vodka Stoli® Strasberi vodka Stoli® Vanil vodka Stoli® Zinamon vodka
	<b>Stolichnaya Vodka</b> Stolichnaya® cinnamon vodka Stolichnaya® coffee vodka Stolichnaya® cranberry vodka Stolichnaya® lemon vodka Stolichnaya® orange vodka Stolichnaya® peach vodka Stolichnaya® pepper vodka Stolichnaya® raspberry vodka Stolichnaya® strawberry vodka Stolichnaya® vanilla vodka Stolichnaya® vodka
	<b>Tanqueray Vodka</b> Tanqueray® Sterling vodka
	<b>Thor's Hammer Vodka</b> Thor's® Hammer vodka
	<b>UV Vodka</b> UV® blue raspberry vodka UV® cherry vodka UV® citrus vodka UV® Citruv citrus vodka UV® orange vodka

	<p><b>Vladivar Vodka</b></p>	<p>Vladivar® vodka</p>
	<p><b>WKD Vodka</b></p>	<p>WKD® Original Vodka Blue WKD® Original Vodka Iron Brew</p>
	<p><b>Wyborowa Vodka</b></p>	<p>Wyborowa® vodka</p>
	<p><b>Zubrowka Vodka</b></p>	<p>Zubrowka® vodka</p>

Gin	Varieties
 <p data-bbox="486 309 692 338"><b>Beefeater Gin</b></p>	<p data-bbox="794 309 1038 344">Beefeater® gin</p>
 <p data-bbox="502 674 699 741"><b>Bombay Sapphire Gin</b></p>	<p data-bbox="794 674 1171 710">Bombay Sapphire® gin</p>
 <p data-bbox="486 994 671 1023"><b>Boodles Gin</b></p>	<p data-bbox="794 994 1123 1030">Boodles® British gin</p>
 <p data-bbox="453 1256 636 1285"><b>Gilbey's Gin</b></p>	<p data-bbox="794 1256 1007 1292">Gilbey's® gin</p>
 <p data-bbox="502 1570 703 1599"><b>Gordon's Gin</b></p>	<p data-bbox="794 1570 1027 1606">Gordon's® gin</p>

	<b>Jacquin's Gin</b>	Jacquin's® orange flavored gin
	<b>Larios Gin</b>	Larios® gin
	<b>London Gin</b>	London® dry gin
	<b>Miller's Gin</b>	Miller's® gin
	<b>Old Tom Gin</b>	Old Tom® gin

	<p><b>Pimm's Gin</b></p>	<p>Pimm's® gin</p>
	<p><b>Plymouth Gin</b></p>	<p>Plymouth® gin</p>
	<p><b>Seagram's Gin</b></p>	<p>Seagram's® gin Seagram's® lemon gin Seagram's® Lime Twisted gin</p>
	<p><b>Steinhager Gin</b></p>	<p>Steinhager® gin</p>
	<p><b>Tanqueray Gin</b></p>	<p>Tanqueray® gin Tanqueray® malacca gin</p>

Whiskey	Varieties
 <p data-bbox="496 311 632 376"><b>Bushmill Whiskey</b></p>	<p data-bbox="794 311 1249 427">Bushmills® Black Bush Irish whiskey Bushmills® Irish whiskey</p>
 <p data-bbox="456 611 655 676"><b>Calvert Extra Whiskey</b></p>	<p data-bbox="794 611 1174 645">Calvert Extra® whiskey</p>
 <p data-bbox="443 954 759 1019"><b>Early Times Bourbon Whiskey</b></p>	<p data-bbox="794 954 1302 987">Early Times® bourbon whiskey</p>
 <p data-bbox="419 1357 687 1422"><b>Evan Williams Bourbon Whiskey</b></p>	<p data-bbox="794 1357 1198 1422">Evan Williams® Bourbon Whiskey</p>

	<p><b>Four Roses Bourbon Whiskey</b></p>	<p>Four Roses® bourbon whiskey</p>
	<p><b>Gentleman Jack Bourbon Whiskey</b></p>	<p>Gentleman Jack® bourbon whiskey</p>
	<p><b>George Dickel Whiskey</b></p>	<p>George Dickel® Tennessee whiskey</p>
	<p><b>Heaven Hill Bourbon Whiskey</b></p>	<p>Heaven Hill® bourbon whiskey</p>
	<p><b>Henry McKenna Bourbon Whiskey</b></p>	<p>Henry McKenna® bourbon whiskey</p>

	<p><b>Jack Daniel's Whiskey</b></p>	<p>Jack Daniel's® Old No.7 Te... Jack Daniel's® Tennessee whiskey</p>
	<p><b>Jameson Whiskey</b></p>	<p>Jameson® Irish whiskey</p>
	<p><b>Jim Beam Bourbon Whiskey</b></p>	<p>Jim Beam® bourbon whiskey</p>
	<p><b>Johnnie Walker Whiskey</b></p>	<p>Johnnie Walker® Black Label whiskey Johnnie Walker® Red Label whiskey</p>
	<p><b>Knob Creek Bourbon Whiskey</b></p>	<p>Knob Creek® bourbon whiskey</p>

	<p><b>Marker's Mark Bourbon Whiskey</b></p>	<p>Maker's Mark® bourbon whiskey</p>
	<p><b>Old Charter Bourbon Whiskey</b></p>	<p>Old Charter® bourbon whiskey</p>
	<p><b>Old Grandad Bourbon Whiskey</b></p>	<p>Old Grandad® bourbon whiskey</p>
	<p><b>Old Potrero Whiskey</b></p>	<p>Old Potrero® rye whiskey</p>
	<p><b>Rebel Yell Bourbon Whiskey</b></p>	<p>Rebel Yell® bourbon whiskey</p>

 <p><b>Tullamore Dew Whiskey</b></p>	<p>Tullamore Dew® Irish whiskey</p>
 <p><b>Wild Turkey Bourbon Whiskey</b></p>	<p>Wild Turkey® 101 bourbon whiskey Wild Turkey® bourbon whiskey</p>
 <p><b>Yukon Jack Whiskey</b></p>	<p>Yukon Jack® Canadian whiskey</p>

Tequila	Varieties
 <p data-bbox="459 309 703 338"><b>Agavero Tequila</b></p>	<p data-bbox="794 309 1193 338">Agavero® tequila liqueur</p>
 <p data-bbox="475 613 655 680"><b>Cabo Wabo Tequila</b></p>	<p data-bbox="794 613 1230 642">Cabo Wabo® anejo tequila</p>
 <p data-bbox="491 958 667 1025"><b>Casa Noble Tequila</b></p>	<p data-bbox="794 958 1305 1115">Casa Noble® anejo tequila Casa Noble® gold tequila Casa Noble® Reposado tequila Casa Noble® white tequila</p>
 <p data-bbox="427 1272 687 1301"><b>El Tesoro Tequila</b></p>	<p data-bbox="794 1272 1193 1301">El Tesoro® anejo tequila</p>
 <p data-bbox="507 1630 683 1697"><b>Herradura Tequila</b></p>	<p data-bbox="794 1630 1225 1697">Herradura® blanco tequila Herradura® silver tequila</p>

	<p><b>Jose Cuervo Tequila</b></p>	<p>Jose Cuervo® 1800 tequila  Jose Cuervo® aged tequila  Jose Cuervo® Clasico silver tequila  Jose Cuervo® Especial gold tequila  Jose Cuervo® gold tequila  Jose Cuervo® Mistico tequila  Jose Cuervo® Reserva de la...  Jose Cuervo® silver tequila  Jose Cuervo® white tequila</p>
	<p><b>Montezuma Tequila</b></p>	<p>Montezuma® gold tequila</p>
	<p><b>Patron Tequila</b></p>	<p>Patron® silver &amp; gold tequila</p>
	<p><b>Sauza Tequila</b></p>	<p>Sauza® blanco tequila  Sauza® Conmemorativo tequila  Sauza® Hornitos Resposado tequila</p>



Rum	Varieties
 <p data-bbox="491 311 730 371"><b>Admiral Nelson Rum</b></p>	<p data-bbox="794 311 1257 344">Admiral Nelson® spiced rum</p>
 <p data-bbox="491 723 730 784"><b>Appleton Estate Rum</b></p>	<p data-bbox="794 723 1313 784">Appleton Estate® Dark Jamaica rum</p>
 <p data-bbox="579 987 699 1048"><b>Bacardi Rum</b></p>	<p data-bbox="794 987 1337 1973">           Bacardi® 151 rum            Bacardi® 8 rum            Bacardi® aged rum            Bacardi® anejo rum            Bacardi® apple rum            Bacardi® Big Apple rum            Bacardi® black rum            Bacardi® Carta Blanca white rum            Bacardi® Coco rum            Bacardi® dark rum            Bacardi® gold rum            Bacardi® lemon rum            Bacardi® light rum            Bacardi® Limon rum            Bacardi® O rum            Bacardi® orange rum            Bacardi® raspberry rum            Bacardi® Razz rum            Bacardi® silver rum            Bacardi® spiced rum            Bacardi® Superior rum            Bacardi® Tropic rum            Bacardi® Vanil rum            Bacardi® vanilla rum         </p>

		Bacardi® white rum
	<b>Blackbeard Rum</b>	Blackbeard's® spiced rum
	<b>Bundaberg Rum</b>	Bundaberg® amber rum Bundaberg® dark rum
	<b>Captain Morgan</b>	Captain Morgan® coconut rum Captain Morgan® Original spiced rum Captain Morgan® Parrot Bay mango rum Captain Morgan® Private Stock dark rum Captain Morgan® Silver spiced rum Captain Morgan® spiced rum
	<b>CocoRibe Rum</b>	CocoRibe® coconut rum

	<p><b>Cruzan Rum</b></p>	<p>Cruzan® banana rum  Cruzan® coconut rum  Cruzan® dark rum  Cruzan® mango rum  Cruzan® orange rum  Cruzan® pineapple rum  Cruzan® rum cream liqueur</p>
	<p><b>Don Q Rum</b></p>	<p>Don Q® 151 rum</p>
	<p><b>Gosling's Rum</b></p>	<p>Gosling's® black rum  Gosling's® Black Seal rum</p>
	<p><b>Havana Club Rum</b></p>	<p>Havana Club® 7 Years rum</p>
	<p><b>Lamb's Rum</b></p>	<p>Lamb's® dark rum  Lamb's® navy rum</p>

	<p><b>Lemon Hart Rum</b></p>	<p>Lemon Hart® dark rum</p>
	<p><b>Malibu Rum</b></p>	<p>Malibu® coconut rum Malibu® mango rum Malibu® pineapple rum</p>
	<p><b>Mount Gay Rum</b></p>	<p>Mount Gay® Barbados rum Mount Gay® Eclipse Barbados rum</p>
	<p><b>Myer's Rum</b></p>	<p>Myer's® aged rum Myer's® dark rum</p>

Brandy	Varieties
<p data-bbox="416 304 603 338"><b>Bols Brandy</b></p> 	<p data-bbox="791 304 1126 344">Bols® cherry brandy</p>
<p data-bbox="475 600 751 669"><b>Christian Brothers Brandy</b></p> 	<p data-bbox="791 600 1310 678">Christian Brothers® brandy Christian Brothers® Frost White</p>
<p data-bbox="453 909 635 943"><b>E&amp;J Brandy</b></p> 	<p data-bbox="791 909 1257 987">E&amp;J® brandy E&amp;J® Cask &amp; Cream brandy</p>
<p data-bbox="440 1200 683 1234"><b>Mohawk Brandy</b></p> 	<p data-bbox="791 1200 1273 1279">Mohawk® Extra Sharp ginger brandy</p>
<p data-bbox="461 1491 710 1525"><b>Stock 84 Brandy</b></p> 	<p data-bbox="791 1491 1082 1532">Stock 84® brandy</p>

Cognac	Varieties
 <p data-bbox="448 304 778 338"><b>Alize Cognac</b></p>	<p data-bbox="794 304 1355 338">Alize® cognac</p>
 <p data-bbox="443 640 778 674"><b>Courvoisier Cognac</b></p>	<p data-bbox="794 640 1355 674">Courvoisier® cognac</p>
 <p data-bbox="443 936 778 969"><b>Hennessy Cognac</b></p>	<p data-bbox="794 936 1355 969">Hennessy® cognac</p>
 <p data-bbox="400 1288 778 1321"><b>Polignac Cognac</b></p>	<p data-bbox="794 1288 1355 1321">Polignac® cognac</p>
 <p data-bbox="475 1601 778 1635"><b>Remy Cognac</b></p>	<p data-bbox="794 1601 1355 1635">Remy Martin® cognac</p> <p data-bbox="794 1639 1355 1673">Remy® Red cognac</p>

## **Graduate Services**

Please read this entire section! Here are the directions to begin your job search using our online job assistance site:

- 1.) First: **Go to <http://www.bartendingschool.com>**
- 2.) Click the **Grad Services** button. This will bring you to **Graduate Services**:
- 3.) Fill out the form on line & send in the request!
  1. Please write here the name of your instructor: \_\_\_\_\_.
  2. The best telephone number to reach: (\_\_\_\_)- \_\_\_\_\_.
  3. The approximate date that you graduated: \_\_\_\_/\_\_\_\_/200?.
  4. The date that you took the *ServSafe* alcohol certification. \_\_\_\_/\_\_\_\_/200?
  5. Write your password here: \_\_\_\_ pin #: \_\_\_\_\_.

For all questions, getting the **new jobs**, getting a copy of your diploma or for any other school matters, please email: [enroll@bartendingschool.com](mailto:enroll@bartendingschool.com)

## **Interviewing process and skills**



Here is an explanation of the interview process in the hospitality industry and what beverage managers look for during the interview. They know that bartenders are key employees. They serve their clientele, dole out their inventory, and have their hands in the till. Maintaining a qualified bartending staff requires time and a great deal of effort. Selecting the right person for the job the first time around requires preparation and the ability to learn a lot about the potential bartender in a very short period of time.

Good beverage managers will be good listeners. It's extremely difficult for them to learn anything about you if they are doing most of the talking. They will watch your facial expressions and your body language.

The costs of hiring the wrong bartender can be staggering. It's better for them to operate short-handed for a period of time and rely on their existing staff to cover the bar than hiring someone unqualified or inappropriate for the establishment. It will be more advantageous in the long run to delay hiring another bartender until the right candidate can be found.

## Here are some of the things managers look for in an interview:

**Appearance** — The appearance of a person's application for employment often reveals as much about his or her level of professionalism and attention to detail as does the written information it contains. Your neatness, correctness, and presentation reflect much about you.

**Scheduling limitations** — If you're handed an application, you will be asked a few screening questions, such as how many hours a week you need to work and how much money you need to earn a week. Also, you may be asked if you have reliable transportation, and if there are any scheduling conflicts you need to mention.

**References** — Prospective bartenders should be asked to supply three or four professional references, people who can testify directly about your abilities, character, and work ethic. They will ask for alcohol certification. Failing to do so may expose them to charges of negligence.

**Availability** — It's best for you to ask a realistic estimate of how many hours a week you might work, and how much you can expect to earn. A manager should not give you an overly optimistic impression of your advancement prospects within the company, so be alert for that. You could become disillusioned and resentful as the reality of the situation sets in.

**Eye contact** — When in an interview, it's advisable to maintain steady eye contact with the interviewer. The eyes often hint at the person's level of confidence, truthfulness, and character. If the person has difficulty maintaining your eye contact, it may provide some insight into his or her personality.

## Tips to do before interviewing:

1. Checkout potential employers first. Visit them during the times you are considering working. See what the crowd is like (large, small, quiet, rowdy, etc.). Ask yourself - Is there any money to be made here and is this a great place for me to start? Be honest with yourself.

Can I learn anything here? Can I get along with the crowd? Do I like the way the employees dress and act? What types of drinks do they serve and what specials do they routinely have?

2. If you are new to bartending, then **DO NOT** apply to your "**DREAM JOB.**" The odds are you will not get the job. At this time you have little, if any experience interviewing for a bartending job, and if you do somehow luck into the job, the odds are you will have a hard time and possibly get fired.

You will forever be haunted by the bartending job that got away. Pick places you want to work at but will not be too upset if you lose the job. Also, you will gain experience interviewing. Never underestimate the importance of feeling comfortable about making a great first impression.

3. When preparing for your interview or filling out an application – **DRESS APPROPRIATLY.** You will make this decision based on what you observed in number 1 above. Under or over dressing can be a real turn-off to the person doing the hiring. Based on what the employees wear, you want to dress a notch above.

A manager has to assume the best you're ever going to look is when you are applying for a job. If you show-up in torn jeans, old tennis shoes and a worn out t-shirt, the manager has to assume it's only going to get worse. If the employees of the establishment dress in jeans, then you want to apply in casual dress slacks and a plain collared shirt.

If the bartenders are in "uniforms" such as collared shirts with ties and black slacks, then go with black slacks and a plain (preferably white) long sleeve, collared blouse or shirt. If the bartenders are in tuxes, then go with a business suit that is not too stiff or looks like you should be selling shoes or insurance.

You dress this way even if you only plan on walking in a grabbing an application. There is **NO EXCUSE** to say, "**Forgive the way I am dressed, I didn't think I'd be meeting with anyone today.**" Remember... **FIRST IMPRESSIONS** are **LASTING IMPRESSIONS**.

**4.** When preparing for the interview or filling out an application, always carry a resume and a business card. Though not appropriate in all cases, they will work for you in more cases than they work against, especially in corporate chains.

The resume makes your application stand out in a stack of fill-in-the-blank applications. Also, it addresses the "I can't find any applications right now, come back later." Even without direct bartending experience, 99% of previously employed individuals can make their past experience apply to bartending.

The card can work several ways. Many times an employer is disorganized and the applications tend to be thrown away within a day or two. If a potential employer says that they are not hiring right now, ask to leave your application and hand them a card and say, "I understand you are not hiring today, but I'm sure you know how quickly that can change. Here's my card. If you need someone unexpectedly, even if just for a busy night or two, please give me a call."

Many times an employer will place your card somewhere they can remember it and look for it when in a tight situation. For those with no bartending experience, there have been several who have made a business card which indicated they do private parties, etc. This gives the impression of experience when none or very little may exist. Use the application of the previously mentioned at your discretion. Bring your own pen to fill out any paperwork.

**5.** During the interview process - Keep telling yourself to speak slowly, take breaths, and do not talk too much. Employers like to feel like they are the boss and would rather hear themselves talk than you. When you speak, be confident and professional. Do ask questions about the establishment, not ones that pertain to how much money you will make or when you can have time off (not just yet.) Ask about the type of clientele, what will be expected out of you, how things are done in this establishment and what you would need (i.e. ServSafe or TIPS certification) to obtain the position.

6. During the interview process - Be ready to answer the most common interview questions.

**Examples:**

**Q:** Why do you want to work here?

**A:** Do **NOT** tell the interviewer you are trying to find a job and are canvassing. That will put you on the bottom of the list as I figure you are flighty and will take whatever job offers you \$.25 more an hour. **DO** tell the interviewer that you specifically want to work in this establishment. It is to your benefit and the interviewer will think you are going to take the job seriously.

**Q:** Are you familiar with our establishment?

**A:** This is where rule number 1 comes in again. Even if you only came in once before, answer "**Yes!**" enthusiastically. Tell the interviewer you have patronized the establishment and really enjoyed the atmosphere, crowd, and the service.

**Q:** How soon can you start?

**A:** This can be tricky. If you indicate you are working now but can start "right away" this indicates you are going to put your current employer in a poor situation. This in turn says you will probably leave this establishment on short notice when a better offer arises.

If this is the case, tell them you can start right away as long as you work around your current schedule, but will give notice that day and they may release you from the schedule. Otherwise, tell them you want to give your current employer a week to two weeks notice to allow them to find a replacement. This is important when interviewing.

If you are unemployed and you dressed appropriately then tell them you can start right now (and mean it). Have your liquor license, tools, Rolodex, change of clothes, comfortable shoes, etc. in the car and ready to go. You may be asked to start that minute.

**Q:** What is your experience?

**A:** If you have real experience then keep it straight forward and simple. If you don't, then **DO NOT** try and lie and fake your way through it. It is a small world and you will be found out just how small.

However, you may have more experience than you think. Ever had a job where you handled cash, worked with customers, had to abide by tough schedules, worked long hours, etc., then you have many of the qualities needed of a bartender.

**Q:** Are you willing to start as a server?

**A:** Unless you have lots of experience and find jobs fairly easily then always answer "Yes!" However, ask how soon you should expect to move into a bartending position.

**Q:** Why should I hire you? You have little or no experience and I have a stack of applications with people with 5-10 years experience.

**A:** This is where you catch them off guard by not crawling into your shell. You look them straight in the eye and reply, "I may not have 5-10 years of bartending experience, but I also don't have 5-10 years of bad habits you will have to un-train." Let them know that you want this job and you will do the job exactly the way the establishment wants it done, you don't know any other way to do it.

Remind the interviewer that they probably have the current opening because of bad habits they couldn't break a previous bartender of. Tread lightly with this reply though.

**Q:** I just don't know, I need someone, but I'm not sure you're it.

**A:** This is where you have to be a good salesperson and fill the interviewer with confidence. Tell them you understand their apprehension. Tell them to put you on the schedule for slow week night or weekend at whatever "station" they want, you will consider this a "try out" and are willing to work for tips alone. If you don't perform to expectations, then they have no obligation to hire you and have lost nothing.

**7.** After the interview - If you actually met with someone, make every effort to remember their name. I know you may be nervous, but get their name, even if you have to ask for it again. A great way to remember this is to first say it five times to yourself in your head, then say their name several times to them when possible. Example: Mr. Smith, so what your question is how do you think I will be an asset to you establishment? At the end of the interview thank the manager by using his or her name.

Then, mail a quick Thank You note to the person you interviewed with. This works and makes you memorable. If you didn't meet with anyone, or the manager told you they would be making a decision in a week, by all means follow-up with a phone call.

Also, don't hesitate to re-apply at the same place in the future. Very few employers keep resumes or applications on file and simply look to new applicants when vacancies occur.

**8.** You got the job! - Do not be in a hurry to make best friends with everyone you work with. Be friendly, professional, and likable, but most of all be observant. Every bar has its click group and drama that is always being played out. Figure this out before being known as "her friend" or "his friend".

Do not under any circumstance get into an emotional relationship where you earn your money! This is a professional job, NOT the movie "Cocktail." Getting involved with a co-worker can cost you your job fast. Most corporate companies have written policies prohibiting this for a reason. This also applies to customers.

And by all means, do not encourage or even allow your significant other to loiter around your bar. Would you invite your boyfriend/girlfriend to hangout in your office if you had a corporate job? Besides, your bar job is your escape, it's where you interact and converse with patrons, as well as make your living. Don't risk screwing up an opportunity that makes you money. A significant other can bring drama and scares away customers and even worse..... tips.

Employees who make their work place also their hangout place are not always looked highly upon. If you hope to go anywhere at your job, then you don't want your employer seeing you drunk or leaving with customers on your day off. You want to be seen in the best light possible, and as we know, bars and restaurants are not well lit.

**9. DO NOT** under any circumstance **DRINK ON THE JOB**. I know you may have gone to establishments where the bartender participated in the evenings events while on the job, even managers at time indulge. Some patrons may want to even buy you a drink or want you to participate in their festivities. You are a professional. If you were to drink on the job it impairs your abilities make rational decisions, watch patrons, count money, and worst of all could cost you your job.

**10.** Always be networking and quietly looking for your next job. Bartending is a very mobile skill and one of the best parts is working in lots of different environments. Do not get this confused with being flighty or flaky. Always make upward movements in your career.

Get to know other bartenders, restaurant owners, club owners, etc. This will make a change very easy and can actually make you in demand, eventually.

With respects of resume tips, unless you know somebody who knows somebody, your resume is the only thing that will convince someone to give you an interview! It must shine brighter than the others and float to the top for a chance at getting the job.

### ***Building a resume***

It is likely that your potential employer will see your resume and application before ever meeting you. This is your 20-second chance to make an impression, so it better be good.

- Be sure there are no errors, misspellings, or cross outs on your resume or application. A sloppy application says you could be sloppy at the bar.
- Remember that references will be checked. Surprises aren't good here! Call your references so they will expect calls from your potential employers.
- Employers do look at gaps in work experience, as well as career and salary progression. They will consider the range of your work experience and length of time worked at an establishment. Be prepared to explain lengthy gaps.
- Neatness and presentation reflect much about you. Show up well groomed, well prepared, and well spoken. Be confident, not arrogant.

**Reliability** — When considering the high cost of employee turnover, assessing a prospective bartender's personal circumstances and stability is advisable. For instance, some might consider an applicant who is married less of an employment risk than someone who is single. People who tend to stay at their job for more than a year exhibit more stability than those who move from one place to another after only a few months.

**Personality and demeanor** — Not everyone has the personality to be a bartender. Likewise, not everyone is compatible with the existing staff. It's important to determine whether the person will fit in with your clientele, fellow-employees, and management team. The capacity to remain calm, composed, and emotionally in control is another important bartending attribute to assess.

**Ability to learn and adapt** — Here is where right out of bartending school can help! No matter how experienced a bartender is, there will still be aspects of the employment that require the person to adapt to a new way of doing things. While you're being interviewed, assessing how flexible and willing to learn you appear to be is critical.

### ***Common bartending mistakes to avoid***

No one is immune to making mistakes behind a bar. In such a detail-oriented occupation and with so much human interaction, people are bound to make mistakes. Among the mistakes bartenders often make is not enjoying what they're doing. **Bartending should be fun.** Even when not completely psyched about coming into work, great bartenders don their "game faces" and do their level best to give bar guests a worthy performance.

Success in the bar business requires a pervasive **team attitude** and looking out for the house's best interests. That entails a cooperative effort: people helping each other to accomplish the stated objective, even when there may be no direct financial compensation pending. Prima donnas should pick another trade.

**Serving portions** — Please understand that the misconception that "heavy" gratuities result from pouring "heavy" drinks is a costly one. **Over-portioning liquor jacks up costs**, swells alcohol potency, and increases liability. Pouring heavy shots undermines the business, and the other bartenders on the staff who pour according to the rules end up losing out. Their drinks will suffer by comparison.

**Professional Demeanor** — Crank up the pressure and even common courtesy quickly disappears. Regardless, bartenders must maintain their composure and remain in control of their emotions. Stress and frustration must be internalized, not vented onto the clientele or co-workers.

**Serving an inferior product** — Whatever the reason, **if a drink is not up to quality standards, don't serve it.** Make sure mixes are well prepared, and juices taste fresh. Fruit garnishes should be cut daily and be used only in good condition. When it comes to the business's product, don't take short cuts.

**Improprieties handling cash** — Running an honest till is a conscious commitment. Depositing all of the bar's cash proceeds should be done without hesitation. Theft undermines trust and staff morale. Running an honest till is the only financially and ethically sound course of action.

**Up-sell** — Don't be complacent just filling the orders; make things happen. Suggest new drinks and new products, and energize your guests. There is no more effective form of marketing than the enthusiastic efforts of servers at the point of sale.

**Gratuities** — Making a decent living behind a bar is best achieved through rendering prompt, competent service. Concentrating on tips during a shift diverts your concentration from the job at-hand. **Take care of your guests and the tips will take care of themselves.**

**Short-term memory** — Fault lies in the undeveloped ability to recall customers' names and what they're drinking. Although people appreciate bartenders remembering their names, they

fully expect bartenders to remember what they're drinking.

**Setting priorities** — Working a high-volume bar requires the ability to “take care of first things first,” such as waiting on bar customers before washing glasses, or preparing drink orders for servers before finishing a conversation with a regular. Prioritizing tasks according to their highest and best use of time is a proven method of wrenching order out of chaos.

**Favorite customers** — While it's natural to prefer serving some people to others, it's a fundamental mistake to act upon those sentiments. Treating select customers like second-class citizens is not part of the job description. Your attitude and demeanor can betray how you feel as clearly as inattentive service.

## Appendix A

### ***Bartending terminology***

A lot of the terms and phrases listed below are standard throughout the industry. A good bartender will know the profession inside out and have the ability to understand various words related to all aspects of the hospitality industry. Our course offers extensive hands-on training as well as the details of using these definitions.

**ADD-ON-** An extension or addition to a drink order.

**ALCOHOL-** A colorless liquid made from any grain, vegetable or fruit. It is the intoxicating ingredient in distilled and fermented beverages.

**ALE-** A beverage made from brewed and fermented malt and/or cereal. It is fuller bodied and more bitter than beer.

**AMARETTO-** An Italian liqueur made from a brandy base with a blend of almond, apricot and other ingredients.

**ANISETTE-** A sweet, mild liqueur with the flavor of Anise (licorice). The principal flavor ingredient is the Anise seed. It comes in both red and colorless.

**APERITIF-** A French word meaning "Appetizer". It has a wine base and a low alcoholic content. This beverage is served before meals to stimulate the appetite. Examples: Dubonnet, Vermouth

**APPLE JACK-** A brandy distilled from the juice of apples (also called Apple Brandy). It is an American product, the French version being Calvados.

**APRICOT FLAVORED BRANDY-** A fine brandy infused with extracts of ripe apricots it is golden brown in color and bottled at no less than 70 proof.

**B&B-** A Liqueur blended with Benedictine and Cognac. It's less sweet than Benedictine.

**BACARDI-** A Brand of Cuban or Puerto Rican rum, usually light bodied, dry and with only a slight molasses flavor. Comes in light and dark (dark being a bit sweeter).

**BACK-** Non-alcohol drink, usually water, served as an addition to a strong alcoholic drink at no charge.

**BANK-** Operating cash - usually locked and counted by the establishment. It's the money with which you start.

**BAR MIXES-** Same as Sour Mix. See sour mix in this section.

**BAR-TRAY-** Round tray with a skid resistant surface used to bring several beverages or items to a table.

**BARBACK-** Bartender's assistant that is responsible for drawing beer, pouring wine, making change, ringing up checks and stocking.

**BARLEYMALT-** The sprouted barley, or barley-malt, contains the enzymes that convert grain starch into fermented sugar.

**BEER-** A product obtained from controlled fermentation of malt and water alone, or malt and additives such as corn, rice or sugar. It is boiled with hops (or flavoring) prior to fermentation. Almost all beers sold in the U.S. are of this type.

**BEHIND YOU-** When behind a person, say this to inform them of your presence.

**BENEDICTINE-** One of the world's first fine liqueurs, made in France by the Benedictine Monks in the 16th century. This Cognac based liqueur contains a variety of herbs, roots, flowers, bark and other secret ingredients.

**BITTERS-** A blend of aromatics made from numerous and subtle combinations of roots, barks, berries and herbs. Bitters is characterized by a bitter taste, it is used in mixing drinks, or as aperitifs, liquors or digestive. The best-known brand is Angostura orange bitters.

**BLACKBERRY FLAVORED BRANDY-** Fine brandy infused with extracts of fresh, ripe blackberries. It has a deep purple color and is bottled at no less than 70 proof. Be concerned with fruit flies with all brandies.

**BLEND-** To mix a single drink from two or more liquids.

**BLENDED WHISKEY-** A distilled spirit made from at least 20 percent 100 proof straight whiskey. It is blended either with other whiskey or neutral spirits or both, and bottled at no less than 80 proof.

**BOCK BEER-** A strong, dark, sweet beer, brewed in the spring from the residue left in the vats just before they are cleaned each year.

**BOILERMAKER-** A beer with a shot poured into the beer.

**BOX-** Pour into and out of a shaker, usually only once. Gives the drink a quick mixing without shaking.

**BONDED-** Straight whiskey, usually bourbon or rye that is at least four years old and bottled at 100 proof under U.S. government supervision.

**BOURBON-** Whiskey distilled in the U.S. from grains. The U.S. government specifies that 51% or more of the grain mixture used must be corn and it must be run off the still at 160 proof or less. Bottled proof may be no less than 80. Usually made in Kentucky. Examples: Wild Turkey, Old Granddad

**BRANDY-** Distilled from fermented mash of grapes or other fruits. These brandies are aged in oak casks and are usually bottled at 80 proof. Brandy, long enjoyed as an after dinner drink, is also widely used in cooking.

**CACHACA-** A Brazilian spirit made from juice of sugar cane. Drink "Caipirinha".

**CALL LIQUOR-** A particular specified brand of any liquor requested by the customer.

**CALLING ORDER-** Systematic order for "Calling-In" drinks to the bartender.

**CALVADOS-** A French apple brandy distilled in Calvados, France, from which it gets its name.

**CANADIAN WHISKEY-** A light-bodied blend of whiskeys usually distilled from rye, corn and barley. Produced only in Canada, under government supervision, most Canadian whiskeys sold in U.S. are at least 4 years old.

**CHARTREUSE-** A green and yellow liquor that is one of France's greatest. It is a brandy base cordial and distilled with a combination of herbs, roots, bark, flowers, spices and fruits. The formula is highly secret. The famous green Chartreuse, which is 110 proof, contains some 130 different ingredients. The yellow chartreuse, which is lighter and sweeter and now marketed in the U.S. at 86 proof, contains some 120 different ingredients.

**CHASER** Mixes such as: Coke, 7-up & soda water that is served with the drink, but in a separate glass. Chasers can also be alcoholic such as a "beer chaser" with a shot. Example: Boiler-maker

**CHERRY FLAVORED BRANDY-** A fine brandy infused with extracts of ripe cherries. It is a rich, deep, burgundy red color and is bottled at no less than 70 proof. Examples: Singapore Sling and Fireballs

**CLEAR-** To remove all remaining silverware, dishes, and bar glasses from the bar.

**COCKTAIL-** A term used by the general public and having several different meanings. Most people believe that the word "cocktail" originated during the American Revolution. There was a tavern in New York run by Betsy Flannigan who decorated her back bar with rooster tail feathers. When soldiers came in to the bar, they would ask for something with which to stir their drinks. Betsy would reach back, pull one of the feathers and give it to the soldiers so they could stir their drinks with it.

**COGNAC-** A fine brandy made from grapes grown in the region of Cognac France. Cognac is known for its smoothness and heavy, dry aroma. The French government protects the name and no other brandy distilled elsewhere may be called Cognac, regardless of the quality.

**COINTREAU-** A proprietary name of a sweet, colorless liqueur, made with a brandy base and flavored with peels of oranges grown in the West Indies. Similar products under other brands are known as Triple Sec, meaning triple dry. Examples: Sidecar, Margaritas

**CONGENERS-** The oils, esters and traces of acid found in newly distilled grain spirits. The amounts of congeners are controlled by the proof at which the spirit is distilled. The aging process in charcoal barrels further removes them. Some congeners must remain, as they constitute the natural flavor of the whiskey.

**CORDIAL-** See Liqueur.

**CREAN DRINK-** Any cocktail made with cream as one of the ingredients.

**CREME DE CACAO-** A dark brown or clear sweet-chocolate-flavored liqueur made of cocoa beans.

**CREME DE CASSIS-** A deep burgundy colored liqueur made of black currants, it is of lower proof than most liqueurs and makes a fine aperitif when mixed with either sweet or dry vermouth.

**CREME DE MENTHE-** A delicious, cool mint-tasting liqueur made from fresh mint and peppermint leaves. The most popular is the green Crème De Menthe. Though, it also comes in white (or clear), gold and rose. It is the most popular of all the liqueurs. Examples: Crème De Menthe Frappes. Grasshopper & the Stinger)

**CURACAO-** A brandy- based liqueur flavored with the distillation of the dried peel of green oranges grown on the Island of Curacao. It is similar to Triple Sec, but not as highly refined. Curacao has the flavor of oranges and is amber in color. However, there is also Blue Curacao, which tastes identical but is simply blue in color.

**DISTILLATION-** The process of reducing the water content of alcoholic liquids so that they contain a greater proportion of alcohol. It requires heating the liquid until the alcohol boils and vaporizes. These vapors are caught, cooled, and condensed into liquid.

**DOUBLE-** Usually two shots of liquor or two portions of a particular cocktail. It should be served in an oversized glass.

**DRAMBUIE-** A reasonably dry liqueur with a scotch base, flavored with heather honey from Scotland amber in color. Example: Rusty Nail.

**DRAW-** Pouring draft beers from a tap.

**DRY-** Not sweet. A term used to describe wines and other drinks.

**DRY, VERY DRY, EXTRA DRY-** Usually refers to Martinis and Manhattans where the absolute minimum of vermouth is desired.

**DUBONNET-** An aperitif that is wine flavored with herbs. Originally a red wine and made in France, but now is also made as blonde or white Dubonnet that has a slight quinine taste.

**EIGHTY-SIX-** This means decline further service of drinks.

**FACING-** Carrying bills in hand, face-up, and according to denomination.

**FERMENTATION-** A process by which yeast acts on sugar, converting it first into alcohol and carbon dioxide gas and then, unless it is protected from the air, into vinegar. This process is basic to the making of all alcoholic beverages.

**FLAG-** Orange slice and cherry speared together.

**FLAIR-** The practice of bartenders entertaining guests, clientele or audiences with the manipulation of bar tools (e.g. cocktail shakers) and liquor bottles in tricky, dazzling ways.

**FLOATING OR LAYERING-** When one liqueur is poured slowly over another so they do not mix together.

**FORTIFIED WINE-** A wine with brandy added.

**FOYER-** Front entrance, lobby, or waiting room.

**FRAPPE-** A "liqueur" mist served on packed crushed ice but without a twist and served in a cocktail glass.

**GALLIAINO-** A superior yellow Italian liqueur, bottled in a distinctive tall bottle and with a mild spicy flavor. It enjoys particular popularity here in the U.S., perhaps due to the introduction of the Harvey Wall-banger.

**GARNISH-** Bar food placed on or in a drink.

Examples: cherry, olive, onion, and lime wedge, lemon peel

**GIN-** Most often colorless, it is distilled from neutral spirits and receives its flavor and aroma from juniper berries, coriander and other ingredients. Gins sold around the world at 80 proof are bottled in this country at proofs varying from 80 to 94.

**GRAND MARNIER-** A French liqueur made from Cognac, West Indies orange peel and other ingredients. Grand Marnier has a vague similarity to Curacao, but is quite distinctive and enjoys a very high reputation.

**GRENAINE-** Bright red, sweet, non-alcoholic syrup made from pomegranate and raspberries. It is used principally for flavoring cocktails and mixed drinks. Example: Shirley Temple

**GUN-** Automated dispenser that pours all the mixes required in many drinks. Usually: Coke, 7-up, tonic & soda water. Many establishments have automated liquor guns that pour measured amounts of liquor rather than out of the bottles.

**HEAD-** 20% foam on the top of a draft or bottled beer.

**HIGHBALL-** A combination of well liquor and gun mixes or juices.

Examples: 7&7, scotch & water, gin & tonic

**HOUSE-** A generic brand of product poured when not specified to be a premium brand (inexpensive alcoholic products).

**"IN THE WEEDS"**- An expression when bartenders can't keep up with the orders and fall behind in service.

**HYDROMETER-** An instrument used to measure the proof of alcoholic beverages.

**INFUSION-** One of the methods used in the making of cordials. Aromatic ingredients are steeped in neutral spirits or brandy.

**IRISH MIST-** A liqueur made from an Irish whiskey base and flavored with honey, herbs and other ingredients.

**IRISH WHISKEY-** Produced only in Ireland, it is blended whiskey containing both barley malt and grain whiskeys. It is processed similarly to scotch, but heavier and more full-bodied than scotch and is usually 86 proof.

**JAMAICAN RUM-** Heavy-bodied rum produced on the island of Jamaica from sugar cane molasses and other by-products of sugar cane. Rum may vary from light amber to almost black in color and proof may vary from 80 to 151. Example: Myers Dark Rum

**KAHLUA-** Mexican coffee liqueur made from coffee beans, cocoa beans, vanilla beans and brandy. It is dark brown in color and has a low proof. Examples: Black Russian, Toasted Almond

**KUMMEL-** Originally made in Germany and Switzerland from coriander, anise and caraway seeds. It has the distinctive flavor of the caraway seed. The word kummel means caraway and it is a rather sweet, colorless liqueur.

**LACE-** Normally applies to the last ingredient in a recipe, meaning to pour onto the top of the drink.

**LAST CALL-** The notice given to customers prior to bar closing time.

**LIQUEUR/CORDIAL-** An alcoholic beverage produced by combining a spirit (usually brandy) with fruits, flowers, herbs, seeds, roots, plants or juices to which sweetening has been added. Practically all liqueurs are sweet and colorful, with a highly concentrated dessert-like flavor and are usually served after meals. Remember that the words 'liqueur' and 'cordial' are synonymous. Examples: B & B, Grand Marnier, Galliano, Kahlua.

**LIQUOR-** A distilled spirit: Vodka, gin, rum, tequila, whiskey, brandy and tequila. In American usage, it means spirits.

**LIQUOR ROOM-** The storage area for liquor and bar items.

**LITER-½ LITER-** Decanter used in serving house wines.

**LOWBOY-** A small candle in a glass used throughout the restaurant.

**MASH-** In whiskey making, mash is grain that is steeped in hot water to change its starch into sugar.

**METAXA-** A Greek brandy with a slightly resinous flavor.

**MIST-** Any liquor served on crushed ice with a twist. Served in a rocks glass.

**MIXES-** Products such as Coke, ginger ale, 7-up, soda, tonic (quinine water), usually served with liquor. Anything other than the liquor or cordial is usually a garnish or a mix.

**MUDDLE-** A wooden bar utensil used to mash or crush garnishes, bitters, and sugar in a rocks glass.

**NEAT-** Term used when pouring liquor directly into the glass (Never chilled or strained).

**NEUTRAL SPIRIT-** A practically tasteless, colorless alcohol distilled from grain, like whiskey, but at 190 proof or above, where as whiskey must be distilled at less than 190 proof. Neutral

spirits are used in blended whiskeys and in the making of gin, vodka, and many other types of liquor.

**NIGHTCAP-** A wine or liquor taken before bedtime.

**NUTMEG-** The typical garnish for frozen and coffee drinks. This spice is sprinkled on top of the whip cream, on request only, which enhances the overall taste and appearance.

**ON AND OVER-** A drink made in the blender or mixer and then poured over ice (rocks).

**ON THE ROCKS-** Served over ice cubes.

**ORGEAT-** non-alcoholic almond-flavored syrup used principally in the making of Polynesian drinks.

**OUZO-** A Greek brandy with anisette flavor.

**PARTY-** A particular group of customers.

**PEPPERMINT SCHNAPPS-** A peppermint-flavored liqueur similar to white Crème De Menthe, but lighter in body and drier in taste.

**PERNOD-** A French anise-flavored liqueur and absinthe substitute. Pernod is used as an aperitif and as an ingredient in some cocktails.

**PICKS-** Used in spearing olives, onions, and flags.

**PICK-ME-UP-** A drink designed to relieve the effects of overindulgence in alcohol.

**PILSNER-** A light, lager type of beer.

**PORTA BAR-** Small self-contained bar on rollers. Used to serve in a foyer or any area.

**PORTER-** Rich, sweet ale with a heavy foam, darker and thicker than stout.

**PREMIUM-** A brand of product specifically asked for that carries a premium price (expensive alcoholic beverages).

**PROOF-** System of measuring the alcoholic content of spirits. In the U.S. proof is double the percent of alcohol. Example: a whiskey marked '86 proof' is 43% alcohol

**REACH-IN-** Small refrigerator, usually 2-3 doors on back bar where all juices, garnishes and mixes are stored for access for the bartenders.

**ROCK AND RYE-** Are Rye whiskey sweetened with rock candy and fruit juice. May have slices of fruit or crystals of rock candy in the product.

**RUM-** An alcoholic distillate produced from the fermented juice of sugar cane, cane syrup and molasses and bottled at no less than 80 proof. Most rum are blends of several aged rums. Ranging from heavy pungent types, to light brandy-like varieties selected for special

aroma, flavor and color. There are two main types of rum: light-bodied dry with only a very slight molasses flavor and heavy-bodied darker which is sweeter and more pungent.

**RYE WHISKEY-** Distilled from a mash of grain containing not less than 51% rye. It is much like bourbon in color, but it is different in taste and heavier in flavor.

**SANGRIA-** A tall chilled and sweetened red wine or brandy laced with triple sec poured over ice with a splash ginger ale or 7up and marinade fruit. Served in a tall glass with ice.

**SCOTCH WHISKEY-** Produced only in Scotland, scotch whiskeys are blended whiskeys deriving their individual personalities from native barley grain and traditional pot stills. All scotch blends contain malt and grain whiskeys. Their distinctive smoked flavor comes from drying malted barley over peat fires. All the scotch imported into this country is at least four years old and is usually 80 to 86 proof.

**SERVICE BAR-** The bar that is used by the dining room cocktail waitress only.

**SHERRY-** A wine that is characterized by its "nutty" flavor. It ranges in color from pale to dark amber and is made either extra dry, dry, medium dry or sweet. The sweet type is sometimes called "cream" or "golden" sherry.

**SHOOTER-** Same as a shot, but most of the time served chilled.

**SIDE OR BACK-** Any non-alcoholic beverage served in addition to an alcoholic beverage.

**SIMPLE SYRUP-** Made with half sugar / half hot water. Used for replacement of sugar because there is no dissolving involved.

**SLOE GIN-** Not really a gin but a liqueur distilled from sloe berries. It is a rich, deep red in color. *Sloe*-berries are a type of plum that comes from the blackthorn bush. Example: Sloe Gin Fizz

**SPIRIT-** These are vodka, gin, rum, tequila, whiskey and brandy.

**SPOTTERS** – Professional bonded people paid by the establishment who come in pretending to be customers to observe the bartender's service to detect wrong practices that affect costs and customer service.

**SWIZZLE-** A tall, traditionally rum-based cocktail & fill with cracked ice. A stirring rod or swizzle stick is quickly rotated between the palms of the hands to form frost on the glass.

**TEQUILA-** A distilled spirit of Mexico made from the fermented juice of the maguey plant (base or heart). Only Mexico may bear the name; elsewhere the spirit is known as mescal.

**TIA MARIA-** An extremely popular Jamaican liqueur, not rum-based, but made from a rectified cane sugar distillate. Flavored with a concentrate of the famous blue mountain coffee.

**TRAILING-** The action used to pour more liquor by slowly tipping the jigger as the pour bottle continues to pour.

**TRIPLE SEC-** An alcohol-based, triple distilled, colorless liqueur made from the Dutch West Indies orange peel. It has an orange flavor. Examples: Sidecar, Margarita, Ice Teas, Kamikazes.

**TUMBLE-** The act of pouring a drink from one glass to another.

**TWIST-** A sliced piece of lemon peel usually 2 inches in length placed in certain cocktails. Refer to Garnishes for illustrations and preparations.

**UP / STRAIGHT UP-** Cocktails & shots are stirred and chilled then strained into a glass. Usually means "no ice."

**VANDERMINT-** A chocolate liqueur flavored with peppermint.

**VERMOUTH-** White appetizer wine flavored with as many as thirty to forty different herbs, roots, berries, flowers and seeds. There are two varieties: dry (French) is light gold in color and has a delightful nutty flavor and sweet (Italian) is rich in flavor and more syrupy. Both are delicate and will lose their freshness if left too long in an unopened bottle.

Examples: Gibson, Martini, Manhattan, Rob Roy

**VIRGIN-** Means drinks served without alcohol.  
Shirley Temple

Example:

**VODKA-** Most versatile of all alcoholic beverages, it is a highly refined and filtered liquor distilled at or above 190 proof bottled at not less than 80 or more than 110 proof. It was originally made in Russia from potatoes, but in the U.S. vodka is usually distilled from grain and wheat. Vodka is not aged, is colorless, odorless, and virtually tasteless.

**SOUR MIX-** Same as bar mix. Derived from a concentrate and mixed with water, tasting similar to lemonade. Used in all Collins drinks, Margaritas, and Long Island Ice Teas.

**SOUTHERN COMFORT-** An American-made liquor with a bourbon base and containing peach and other fruit flavors.

**SPEED RACK-** Metal container that generally holds all of the "bar or house" liquors; located directly below the station.

**SPLASH-** Just a small amount (touch) of mix added to a drink.

**STAND-UP BAR-** Area in the lounge for customers to stand while drinking.

**STATION-** Your particular work area.

**STEGRA-** A delicious liqueur imported from Italy. Stegra is made with citrus, various herbs and spices and with a delicate anise flavor. It is light amber in color.

**STIR STICKS** Smaller and thinner than tall straws, and placed in most drinks to enhance the overall presentation.

**STOCK-** To prepare or replenish a reserve supply of an item.

**STOUT-** A very dark, sweet English ale with a strong malt flavor.

**STRAIGHT UP-** Any drink or liquor served without ice or with the ice strained out.

**TODDY-** A sweetened drink of liquor and hot water, often with spices and served in a tall glass.

**TALL-** Any drink served in taller glasses than highball glasses. Examples: Alabama Slammer, Blue Hawaiian, and Ice teas.

**VOUCHER-** The standard credit card form.

**V.S. / V.S.O.P.-** Means the categorizing of certain types of brandies or cognacs. Initials stand for Very Special and Very Superior Old Pale. See liqueurs and cordials section.

**WALK-IN-** Refrigerator located in kitchen area.

**WATER BACK-** Glass of water served with the drink.

**WEDGE-** A triangular segment of lime.

**WELL LIQUOR-** Bourbon, Scotch, Vodka, Gin, Rum, Brandy or Tequila poured when the brand is not specified.

**WELL STATION-** Where the bartender prepares drinks.

**WELL / POUR LIQUOR-** Liquors used when guest does not specify brand. Examples: Bourbon and water, scotch and soda, vodka on the rocks.

**WHEEL-** A round slice of lime.

**WHISKEY-** The general name for liquor of not less than 80 proof. Distilled from the mash of grain.

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# Appendix B

## Enrollment Agreement – School Copy

### Enrollment Agreement – School Copy

#### Professional Bartenders School of New England

332 Main Street Worcester Massachusetts (774) 286-1228

142 Berkeley Street, Boston Massachusetts (617) 247-0816

885 Main Street, Tewksbury Massachusetts (978) 640-9488

PROGRAM OR COURSE NAME: PROFESSIONAL BARTENDER'S PROGRAM

STUDENT NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

ENTRANCE REQUIREMENTS: 18 YEARS OR OLDER.

**32 clock hours**

PERIOD BEYOND WHICH LATE REGISTRATION WILL NOT BE ACCEPTED: **First class:** \_\_\_\_\_

**DATE COURSE BEGINS: \_\_\_ / \_\_\_ / \_\_\_ DATE COURSE**

**ENDS: \_\_\_ / \_\_\_ / \_\_\_**

TUITION FEE: \$445.00 DISCOUNT \$\_\_\_\_\_ OTHER CHARGES \$0 TOTAL CHARGES: \$\_\_\_\_\_

STUDENT'S METHOD OF PAYMENT: \_\_\_\_\_

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#### REFUND POLICY (AS PER M.G.L. CHAPTER 255, SECTION 13K):

1. You may terminate this agreement at any time.
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Administrative Costs Equal: \_\_\_\_\_

A completed and signed copy of this agreement must be provided to the student.

This school is licensed by the Massachusetts Department of Education, Office of Proprietary Schools.

Any comments, questions, or concerns about this school's license should be directed to [proprietaryschools@doe.mass.edu](mailto:proprietaryschools@doe.mass.edu) or 781-338-6048.

**Student's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

SCHOOL OFFICIAL'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_