DAY

2

KNOWLEDGEABLE

Bar Setup · Technique Foundations · First Tickets

Goal: Bring Knowledgeable to life behind the bar. Own the setup, master technique foundations, and ring your first tickets. At HERO, preparation is what turns a bartender into a guide.

"Knowledge is of no value unless you put it into practice."

A N T O N C H E K H O V

Today the bar becomes yours to learn. Setup, technique foundations, and your first tickets. Every spec you own today becomes speed tomorrow.

OWN THE MOMENT — DAY 2: KNOWLEDGEABLE
"You cannot fake confidence at the table. You have to earn it through preparation."
Study the menu. Know the sourcing story. Know the cocktails. A guest asks about an ingredient, a cocktail, a dish, and you answer without hesitation. That knowledge is what separates a bartender from a guide. Do the hard work. It shows every time.

TECHNIQUE FOUNDATIONS — NUTS & BOLTS

STIR	SHAKE	DRY SHAKE
1. Build all liquid ingredients into small tin 2. Fill with Hoshi ice 3. Support bar spoon with thumb and index finger; use middle and ring finger to rotate around mixing glass, with the back of spoon always touching glass 4. Strain with Hawthorne strainer	1. Build all liquid ingredients into small tin (excluding bubbles) 2. Fill small side of tin with Hoshi ice, seal, lock, shake vigorously Traditional Shake: ~8 seconds Short Shake: ~4–5 seconds 3. Break seal 4. Strain with Hawthorne strainer	1. Build all liquid ingredients into small tin (excluding bubbles) 2. Seal tin WITHOUT ice, lock tin, shake vigorously to emulsify & aerate 3. Break seal and add Hoshi ice, reseal, lock, shake again 4. Break seal and strain via Hawthorne + fine strainer combo
BUILD	**DIRTY DUMP**	**DOUBLE STRAIN**
1. Build all liquid ingredients into serving vessel, then add ice.	1. Do a standard Shake method 2. Pour directly into glass, no straining	1. Do a standard Shake method 2. Break seal and strain via Hawthorne strainer + fine strainer combo

ACT ONE Start Strong

01. Greet the guest

Acknowledge every guest at the bar within 45 seconds of sitting down, regardless of where you are in a ticket or a build. Eye contact, a nod, a quick word is enough to let them know they are seen, and a guest who has to wait for that acknowledgment has already started the experience behind.
Place a coaster or beverage napkin for each guest, this is your visual cue that a guest has been greeted .

02. Log special attention

Allergies, celebrations, and first-time guests are noted immediately and never held in memory. If someone mentions a dietary restriction while you are building a drink, it goes into the system before the next ticket fires. The bar moves fast and memory is not a system.

03. First round

Guide them through the cocktail program rather than waiting for them to ask. Name something specific, whether it is a signature, a zero-proof build, or a cold-pressed option, and give them something to say yes to. The first drink is built and delivered within two minutes, and that pace sets the expectation for the rest of the visit. Water is brought only when requested.

Ring and send immediately. Ticket flow starts the moment they sit.

04. Offer a starter by name

Paint the picture on food the same way you paint it on a drink. Name it, describe it, and make it sound worth ordering. The bar guest who is eating stays longer, and a genuine recommendation from behind the stick lands differently than one from across the room.

Ring starters immediately and flag shared plates to the floor with urgency.

READING THE BAR

The bar is a room, not a section. Every seat is its own guest, every ticket is a conversation, and your awareness has to hold all of it at once. Know who needs attention and who needs space, and adjust without being asked. The guest who is deep in conversation does not want a check-in, but the guest whose glass has been empty for two minutes is waiting for one.

DAY 2 CHECKLIST

Before Service

- ◻ Attire and grooming standards reviewed and approved
- ◻ Clock in
- ◻ Shift Meeting

Tests:

- ◻ Fill floor plan with table numbers & pivot points
- ◻ Reception, Well, Expo
- ◻ OTM & Core Values
- ◻ Pregame (apps) and Fan Favorite Cocktails

Score:_____(must be 90% or above to pass)

Own the Moment — Day 2 Conversation

Along with your trainer discuss:

- ◻ What does sense of urgency actually look like on the bar?
- ◻ Walk through the difference between a bartender who hovers, watching and interrupting, and one who is always available: scanning, anticipating, moving with purpose.
- ◻ The guest should never feel watched, but should always feel taken care of.

Prime Time

- ◻ Attend shift meeting
- ◻ **Review with your trainer: Steps of Service · Act One: Start Strong**
- ◻ Discuss with your trainer our UNCO Allergy Procedure
- ◻ Observe trainer executing bar service — special focus to act one, body language, timing, handheld use
- ◻ Shadow ticket entry alongside trainer — observe how they prioritize the queue
- ◻ Roleplay Act One: Start Strong with 3 servers/bartenders — build comfort on the bar: Greet the guest, Special Attention,=, First Round, Starters by name.
- ◻ Build and deliver at least 3 drinks under trainer observation
- ◻ Review HERO Infusions & Batch Program

Practice (after successfully completing act 1)

- ◻ Spend 2 hours on the well with trainer supervision building all menu listed cocktails.
- ◻ Review and Discuss the UNCO standards for building classic cocktail.

After Service — Day 2

- ◻ Discuss Salads & Fan Favorite Cocktails.
- ◻ Taste 2 Salads & 2 Fan Favorite Cocktails
- ◻ Log Tasting Notes
- ◻ Complete Sidework & Checkout with trainer/bartender

→ **DISCUSS · THIS DAY'S 1-PAGERS:** **Guide with Love · Pivot Point**

OTM Debrief — Knowledgeable

"Where did your knowledge show up as confidence — and where did it let you down?"

- ◻ For Yourself: Were there moments your menu knowledge gave you authority at the bar top? Where did uncertainty show?
- ◻ For the Guest: When guests had questions, did your knowledge make them feel like they were in expert hands?
- ◻ For the Team: Did your preparation today make it easier for your teammates, or did gaps in knowledge create extra work for others?

Strengths:

_____

_____

Opportunities:

_____

_____

_____	_____	_____
Trainer	Trainee	Captain / GM

NEXT SHIFT — Prep for test: Salads & Fan Favorite Cocktails
Start Reviewing: Crispy Chicken, Tenders & Fan Favorite Cocktails

guide with love

Guests do not want the menu read to them. They want to be guided by someone who is in love with what they are offering. A real recommendation is not selling, it is love for the dish. “Everything's good here” is the best way to show you couldn’t care less.

Recommend what you love, be excited to share.

the fundamentals

01 HAVE A FAVORITE, MEAN IT

Own three answers before every shift: favorite starter, favorite entree, and the thing they cannot get anywhere else. Conviction is built in the tasting, not performed at the table.

02 ASK ONE QUESTION FIRST

Hungry or grazing? Adventurous or comfort? Celebrating or refueling? The right recommendation starts with their answer, not your script.

03 SELL THE STORY, NOT THE PRICE

The sourcing, the why, the way it is made. People buy stories and remember them. Specifics beat superlatives every single time.

04 HONESTY SELLS FOREVER

Steer a guest away from a dish that is wrong for them, find what you know they will love and guide them with grace. Your honest answer shows you care.

in the shop

- ✓ Speak the brand's language. Real words, specific claims, zero fluff.
- ✓ Offer the add-on as care, not commerce. I see the table hasn’t ordered the brussels, trust me, you'll love them.
- ✓ A second round suggested before the glass is empty is service. After it's empty, it's sales.
- ✓ Never oversell a first-timer. The goal of visit one is visit two.
- ✓ Conviction is quiet. One confident sentence beats three hedges and a maybe.

otm self-reflection

FOR YOURSELF *Could you defend your three favorites tonight from actual tasting, or were you reciting?*

FOR THE GUEST *Which table trusted you more after your recommendation? How do you know?*

FOR THE TEAM *What did you learn tonight, a taste, a story, a pairing, that sharpens tomorrow's guidance?*

pivot point

Pivot Point is the system we use to make sure every guest is taken care of, so we run as a guest-obsessed team. It lives in the small stuff: where the food is rung in, how we move through the room, and how fast we close the loop on a guest. Master these and the section runs itself.

A SYSTEM WITH SOUL SO YOU CAN FOCUS ON BEING GUEST OBSESSED

run by seat

TABLE NUMBERS. Every table is rung in under the correct table number, every time.

SEAT NUMBERS. Every guest is the seat they sit in. Empty seats still count; guests in positions 1 and 3 are seat 1 and seat 3, not seat 1 and seat 2.

PUSHING TABLES TOGETHER. Always use the lowest table number. Seat 1 is the head closest to the door, or the next seat to the left.

sense of urgency

FULL HANDS IN / FULL HANDS OUT. Leave the kitchen serving something to a guest. Enter the kitchen after clearing something from a guest. There is almost always something to remove from the dining room.

36". Tabletop to the floor. Train your eyes down as you walk and clear what's no longer necessary, including anything that has fallen to the floor.

360 DEGREES. When you leave a table, scan the full area and seek out clearing or service opportunities, regardless of whose table it is.

marking the table

Before any plate hits the table, make sure the table is framed for the next item coming. Candle / Sunday QR code moved for the appetizer, dirty silverware after the appetizer, appetizer plates, straw wrappers, etc. The table is marked and ready before the item is served.

guest request

When a guest asks for something, bring it immediately. A guest request trumps running hot food as the #1 priority, because that guest is waiting on us to enjoy their meal.

EXCEPTION. If the guest already has the item and just wants extra, it's fine to consolidate it with the next hot-food run.

quick greet: the first act

YOUR NAME · SPECIAL ATTENTION · FIRST ROUND · APPETIZERS

The quick-greeting server runs the First Act all the way through delivering those items. Everything gets rung in, and we do not discuss what was ordered. Ask the MOD to transfer the table to the owning server. Because it's all rung in, the owning server sees exactly where things stand and picks up the moment they introduce themselves. No gap, no awkwardness, nothing lost in translation.