

# Barback Duties During Service

**Who Does This:** Barback staff (support role)

**When:** Throughout operating hours (16:00 until close)

**Purpose:** Keep venue clean, safe, and running smoothly so bartenders can focus on making drinks

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## Quick Reference - Priority Tasks

These are your responsibilities during service. Check this list constantly:

**HIGH PRIORITY (Do immediately when you see them):**  Wet floors → wipe ASAP (slip hazard)

Broken glass → deal with immediately (injury risk)

Full rubbish bins → empty when 80% full

Spills on bar tops → wipe immediately

**MEDIUM PRIORITY (Do within 5-10 minutes):**  Empty tables → clear glasses and bottles

Restocking fridges → right side cold, left side restock

Washing dishes → keep up with incoming dirty glasses

Toilet supplies → check tissues/soap every 30 mins

**ONGOING (Do regularly throughout shift):**  Smoking area → check and clean every hour

Live hall tables → clear between sets

Outside alcohol → remove from patrons politely

**Your job is to be constantly moving and observing. If you're standing still, you're not working.**

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## Detailed Responsibilities

### AREA AWARENESS (Most Important)

**What "area awareness" means:**

- Always scanning the venue
- Looking for problems before they become big problems
- Anticipating needs (e.g., fridge getting empty, bin getting full)

- Being one step ahead

### **Mental checklist to run constantly:**

1. Are floors clean and dry?
  2. Are tables clean?
  3. Are bins getting full?
  4. Are fridges stocked?
  5. Are toilets OK?
  6. Is anything dangerous or out of place?
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# TASK 1: Clear and Clean Tables

### **When to do it:**

- As soon as customers leave a table
- If customers have empty glasses piling up, ask politely: "May I clear these for you?"
- Between live music sets (when people move around)

### **How to do it:**

1. Bring tray or bus tub
2. Collect all empty glasses and bottles
3. Check table for:
  - Napkins/rubbish
  - Spills (wipe with cloth)
  - Forgotten items (phones, wallets - give to bar manager)
4. Wipe table completely
5. Take glasses to dish pit
6. Return to find next table to clear

### **What good looks like:**

- No tables with old empties
- Clean, dry tables
- Venue looks tidy even during busy service

### **DON'T:**

- Don't clear a table if customers are still sitting there (unless they ask)
- Don't reach over customers - ask politely first
- Don't stack too many glasses (you'll drop them)

**Polite phrase to use:** "Hi, may I clear these for you? / Would you like me to take these empty glasses?"

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# TASK 2: Wet Floors - IMMEDIATE PRIORITY

## **Why this is critical:**

- Wet floors cause slips
- Customer falls = injury = lawsuit = very bad
- Staff slips with glasses = broken glass + injury

## **What to do when you see ANY liquid on floor:**

1. Stop what you're doing
2. Get mop or cloth IMMEDIATELY
3. Wipe up spill completely
4. Check nearby areas (spills spread)
5. If floor is still slippery after wiping, tell Kop (might need floor cleaner)

## **Common wet floor locations:**

- Around bars (drink spills)
- Path from toilets (wet shoes)
- Near ice machine (ice drops melt)
- Smoking area entrance (rain puddles)

## **What good looks like:**

- Floors always dry
- No sticky spots
- No puddles anywhere

## **If major spill (whole drink, beer bottle):**

1. Put "WET FLOOR" sign if we have one
  2. Clean it thoroughly
  3. Remove sign when dry
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# TASK 3: Deal with Broken Glass IMMEDIATELY

## Why this is critical:

- Broken glass causes serious cuts
- Can puncture shoes
- Small pieces easy to miss

## When glass breaks:

1. **DO NOT use your hands**
2. Tell nearby people: "Careful, broken glass"
3. Get broom and dustpan IMMEDIATELY
4. Sweep up ALL glass (big pieces and tiny pieces)
5. Put glass in separate bag marked "GLASS" (not in regular rubbish)
6. Wipe floor with wet mop after sweeping (catches tiny pieces)
7. Check area carefully - walk around slowly looking for any missed pieces

## Where glass often breaks:

- Bar areas
- Dance floor
- Around tables
- Outside smoking area

## What good looks like:

- Glass cleared within 1-2 minutes
  - Floor safe to walk on
  - No pieces left behind
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# TASK 4: Clear Rubbish Bins

## When to empty bins:

- When bin is 80% full (don't wait until overflowing)
- If rubbish is sticking out the top
- Every 2 hours minimum during busy service

## Bin locations:

- Behind both bars (2 bins each)
- Toilets (1 each)
- Smoking area
- Live hall (if event)

**How to do it:**

1. Get fresh bin bags from storage
2. Tie full bag securely (don't let rubbish fall out)
3. Take to external rubbish area
4. Put fresh bag in bin
5. Return to next bin

**What good looks like:**

- No overflowing bins
- Customers can always throw rubbish away
- External rubbish area tidy (bags in dumpster, not on ground)

**Special handling:**

- Broken glass bags: Mark "GLASS", handle carefully
  - Wet/sticky bags: Double bag them
  - Heavy bags: Get help, don't strain your back
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# TASK 5: Wipe Bar Tops

**When to wipe:**

- Whenever you see wet spots
- After someone spills a drink
- Every 15-20 minutes during busy service

**How to do it:**

1. Get clean cloth from under bar
2. Spray bar cleaner on cloth (not directly on bar - might spray drinks)
3. Wipe entire bar top section
4. Pay attention to sticky spots
5. Get fresh cloth when current one gets too dirty

**What good looks like:**

- Bar top clean and dry

- No sticky spots
- Customers not resting arms in puddles

**Where to focus:**

- Areas where customers rest drinks
  - Near beer taps (often wet)
  - Around POS system
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# TASK 6: Restock Toilets

**What to check every 30 minutes:**

- Toilet paper in each stall (should have at least 1 full roll visible)
- Hand soap dispensers (refill if low)
- Paper towels or hand dryer working
- General cleanliness

**How to restock:**

1. Bring supplies from storage
2. Check each toilet (men's and women's)
3. Replace empty toilet rolls
4. Refill soap dispensers
5. Quick wipe of sinks if dirty
6. Empty small rubbish bins if full

**What good looks like:**

- Customers never run out of toilet paper
- Soap always available
- Toilets relatively clean (deep clean is at closing, but keep tidy during service)

**If toilet is blocked or major mess:**

- Put "OUT OF ORDER" sign if you have one
  - Tell Kop or Fai immediately
  - Don't try to fix plumbing yourself
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# TASK 7: Check and Clean Smoking Area

**How often:** Every hour during service

**What to check:**

- Ashtrays full? (Empty if more than half full)
- Rubbish on ground? (Pick it up)
- Enough seating? (Rearrange chairs if needed)
- Area looks presentable?

**How to empty ashtrays during service:**

1. Make sure cigarettes are completely out (not smouldering)
2. Tip ashtray into bin
3. Wipe ashtray if sticky
4. Return to smoking area

**What good looks like:**

- Smoking area clean and inviting
  - No overflowing ashtrays
  - No cigarette butts on ground
  - Comfortable for customers
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# TASK 8: Always Wash Dishes

**This is continuous during service:**

- Glasses get dirty → wash them → put away → repeat
- Never let dirty glasses pile up

**How to stay on top of dishes:**

1. Check dish pit every 10-15 minutes
2. If more than 20 glasses waiting, stop what you're doing and wash
3. Load dishwasher properly (don't overload)
4. Run dishwasher when full
5. Unload clean glasses immediately
6. Put away in correct locations

## Glass types and where they go:

- Pint glasses → above front bar
- Wine glasses → hanging rack
- Shot glasses → behind back bar
- Specialty glasses → ask bartender

## What good looks like:

- Clean glasses always available for bartenders
- Dish pit never overflowing
- Fast turnaround (dirty glass washed and back in service within 10 mins)

## IMPORTANT:

- Check for chips/cracks (throw cracked glasses away - don't serve drinks in them)
  - Glasses must be completely clean (no lipstick marks, sticky residue)
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# TASK 9: Restock Fridges (FIFO Method)

## When to restock:

- When fridge is getting low (less than 20 bottles)
- During quiet moments
- After a rush of customers

## FIFO = First In, First Out

- Old stock at FRONT
- New stock at BACK
- This ensures oldest drinks sold first

## How to restock properly:

1. Go to walk-in fridge
2. Get products that are running low at bar
3. Open bar fridge
4. **Put cold drinks on RIGHT side** (ready to sell)
5. **Put warm drinks on LEFT side** (need time to get cold - restock area)
6. Move cold drinks from left to right as they chill
7. When restocking right side (cold area):
  - Pull existing stock forward

- Place new stock behind it
- **SHOW THE BRAND** - labels facing forward so customers see what beer it is

### **What good looks like:**

- Fridges always have enough cold stock
- No warm drinks in "ready to sell" section
- Products organized by type
- Labels visible

### **Products that run out fastest:**

- Chang beer (always need more)
- Singha beer
- Tonic water
- Coca Cola

### **Tell Fai immediately if:**

- Running low on any product
  - Something is completely out
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# TASK 10: Clear Live Hall Tables

### **When to do this:**

- Between songs (quick clear during applause)
- Between sets (thorough clear when band takes break)
- After event ends (final clear before everyone leaves)

### **How to do it:**

1. Wait for appropriate moment (end of song/set)
2. Move quickly with tray
3. Clear empties from tables
4. Don't interrupt people watching the band
5. Be quiet (don't drop glasses during quiet parts)

### **What good looks like:**

- Live hall tables stay relatively clean during show
- No towers of empty glasses blocking people's view
- You're efficient but not disruptive

## **DON'T:**

- Don't walk in front of stage during a song
  - Don't make noise during quiet songs
  - Don't clear if it blocks someone's view
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# TASK 11: Remove Outside Alcohol

**The rule:** No outside alcohol allowed in Speakerbox

## **How to identify outside alcohol:**

- Different brand bottles/cans than we sell
- 7-Eleven bags
- Bottles without our venue sticker
- Liquor bottles (we don't sell full-size bottles)

## **How to handle it politely:**

**What to say:** "Hi, I'm sorry but we can't allow outside drinks in the venue. We have [same product] available at the bar. Would you like me to get you one?"

## **If they refuse:**

1. Stay polite but firm
2. Explain it's venue policy
3. Offer to hold their drink outside until they leave
4. If they still refuse, tell Kop or security

**What to say if angry:** "I understand, but it's our venue policy for licensing reasons. I can get the manager to explain if you'd like?"

## **What good looks like:**

- Most people understand and comply
- Handled politely without confrontation
- Venue policy maintained

## **DON'T:**

- Don't be aggressive
- Don't argue
- Don't pour out their drink in front of them (rude)
- Don't let them keep it (undermines bar sales)

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# Things Lying Around - Clear Trip Hazards

## What to look for:

- Bags on floor (could trip someone)
- Cables from equipment (tape them down)
- Chairs pulled out into walkways
- Broken equipment
- Anything that shouldn't be there

## What to do:

1. Move bags to safer location (under tables, out of walkways)
2. Tell Kop if cables need taping
3. Push chairs back in
4. Report broken equipment to Kop
5. Keep walkways clear

## What good looks like:

- Clear pathways to fire exits
  - No trip hazards
  - Venue safe to navigate even when crowded
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# Priorities When It Gets Busy

## When venue is **PACKED** and you can't do everything:

### Priority 1 (Safety - Do First):

1. Wet floors
2. Broken glass
3. Trip hazards

### Priority 2 (Customer Experience):

1. Clear tables
2. Wipe bar tops
3. Empty bins that are overflowing

4. Toilet supplies

### **Priority 3 (When You Have Time):**

1. Restock fridges
2. Wash dishes
3. Smoke area maintenance

**Mental rule:** Safety first, customer comfort second, everything else when you can.

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## Working With Bartenders

### **Your job is to make their job easier:**

- Keep them stocked with clean glasses
- Keep bar top clean (they focus on drinks)
- Handle customer requests like "Can I get a straw?" or "Where's the toilet?"
- Tell them if you notice anything (e.g., "Fridge is running low on Chang")

### **Communication:**

- If you're going to storage, ask: "Need anything while I'm back there?"
- If you see a problem, tell them: "Bar top has a spill near the taps"
- Work as a team

### **What good looks like:**

- Bartenders can focus on making drinks
  - They don't have to stop and clean/restock
  - Bar runs smoothly
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## Common Mistakes

### **Mistake #1: Standing still, not observing**

- **Why it's bad:** Problems pile up, venue gets messy
- **Fix:** Always be scanning, always be moving

### **Mistake #2: Cleaning one area too much, ignoring others**

- **Why it's bad:** Other areas get neglected
- **Fix:** Rotate between areas, don't stay in one spot

### **Mistake #3: Not clearing broken glass immediately**

- **Why it's bad:** Someone gets injured
- **Fix:** Drop everything and deal with glass first

### **Mistake #4: Arguing with customers about outside alcohol**

- **Why it's bad:** Escalates situation
- **Fix:** Stay polite, get manager if customer refuses

### **Mistake #5: Overfilling rubbish bags**

- **Why it's bad:** Bags break, rubbish everywhere
  - **Fix:** Empty at 80% full
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## Emergency Situations

### Customer injured (slip, cut, etc.)

1. Call for Kop or Fai immediately
2. Don't move injured person
3. Get first aid kit if asked
4. Stay calm

### Fight or aggressive customer

1. Get security immediately
2. Stay back, don't get involved
3. Clear other customers away if possible
4. Let security/management handle it

### Fire or smoke

1. Sound alarm
  2. Tell manager immediately
  3. Help customers exit if safe to do so
  4. Don't try to fight fire yourself unless tiny and you're trained
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## Tips for New Barbacks

## First few shifts:

- Shadow experienced barback
- Ask questions constantly
- Start with simple tasks (clearing tables, washing dishes)
- Build up to complex tasks (restocking, customer interactions)

## How to get faster:

- Work in loops (clear tables → wash dishes → restock → repeat)
- Carry trays efficiently (don't make 10 trips when you could make 1)
- Learn where everything is stored
- Anticipate needs

## Physical tips:

- Wear comfortable, non-slip shoes
- Stay hydrated (keep water bottle somewhere safe)
- Take short breaks when Fai says it's OK (don't disappear without telling anyone)
- Pace yourself (it's a marathon, not a sprint)

## Most important:

- Be observant
  - Be proactive
  - Be helpful
  - Be reliable
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# Emergency Contacts

If something breaks or you need help:

Issue Type	Contact	Phone
Customer issues	Fai or Security	[Insert number]
Broken equipment	Kop	[Insert number]
Emergency	Eddie	[Insert number]

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# Version Control

Version	Date	Updated By	What Changed
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1.0	30/12/2024	Aaron	Initial creation from Fai's notes

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**Document Owner:** Fai (Bar Manager)

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