

# Opening / Closing Procedures

This is the SOP document for Opening / Closing the Speakerbox Venue for Bar Staff

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# Bar Opening Procedure

**Time Required:** 30 minutes

**Who Does This:** Bar staff (assigned by Fai)

**When:** Daily at 14:00 (2pm) before venue opens

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## Quick Reference Checklist

Complete these in order. Tick each item as you finish:

### Bar Equipment Setup

- Turn on all fridge lights
- Prepare garnish stations (limes, lemons, mint - see quantities below)
- Fill ice wells completely (bar + cooler)
- Set up beer taps (check CO2, run lines, check temperature)

### Venue Preparation

- Turn on exterior sign lights
- Write today's timetable on blackboard (get schedule from Kop/Roy)
- Turn on cable lights throughout venue
- Arrange seating for tonight's event (check event runsheet)
- Turn on table lamps

### Final Check

- Walk through venue - everything looks ready?
- Music playing (Spotify: "Opening Mix" playlist)
- Fridges fully stocked and cold

**Done When:** All items ticked, venue ready to receive customers at 16:00

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## Detailed Procedure

# BEFORE YOU START

## You'll need:

- Venue keys (get from Kop or security)
- Access to walk-in fridge
- Bar tools (knife, peeler, cutting board)
- Event runsheet for tonight (check Noco or ask Kop)

**Pre-checks:**  Check if there's an event tonight - special setup needed?  
 Confirm what time doors open (usually 16:00, sometimes earlier)

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## STEP 1: Bar Equipment Setup (15 minutes)

**What you're doing:** Getting the bar ready to serve drinks efficiently

### Turn on Fridge Lights

1. Go to each fridge (Front Bar has 2, Back Bar has 3)
2. Open fridge door
3. Switch on internal light (switch is inside top-right corner)
4. Check fridge is cold (should feel like a normal fridge, not warm)

### What good looks like:

- All 5 fridges have lights on
- You can clearly see products inside
- Fridges are cold to touch

**If fridge is warm:** Tell Fai or Kop immediately - may need to move stock to working fridges

**Time this should take:** 3 minutes

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## Prepare Garnish (Limes, Lemons, Mint)

### Standard quantities (adjust based on expected crowd):

- 8 limes (cut into wedges, 8 wedges per lime = 64 wedges)
- 4 lemons (cut into wheels, 6 wheels per lemon = 24 wheels)

- 1 bunch fresh mint (in water container)

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

1. Get cutting board, sharp knife from bar tools drawer
2. Wash limes, lemons, mint in sink with clean water
3. Cut limes into wedges:
  - Cut lime in half lengthways
  - Cut each half into quarters lengthways
  - You get 8 wedges per lime
4. Cut lemons into wheels:
  - Cut off both ends
  - Slice across into 5mm thick circles
  - You get about 6 wheels per lemon
5. Put mint in small container with water (keeps it fresh)
6. Store all garnish in covered containers in bar fridge

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

- Garnish neatly cut and stored in clean containers
- Easily accessible in bar fridge
- Mint looks fresh and green (not wilted)

**Time this should take:** 8 minutes

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## Fill Ice Wells

### **Ice well locations:**

- Front bar: Left side of bar, holds about 2 full ice buckets
- Back bar: Right side, holds about 3 full ice buckets
- Cooler: If it's a hot day or big event, fill the spare cooler with ice too

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

1. Get ice scoop from bar tools (NEVER use glass or your hands)
2. Go to ice machine (behind back bar)
3. Fill ice bucket completely
4. Carry carefully to ice well (don't spill on floor - slip hazard)
5. Pour ice into well
6. Repeat until well is completely full (ice should be level with top)
7. If filling cooler: Do this last, fill about 2/3 full

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

- Ice wells completely full and level
- No ice spilled on floor
- Ice scoop returned to ice machine (not left in ice well)

**Important:** If ice machine is empty or broken, tell Fai/Kop immediately. We need to buy ice from 7-Eleven.

**Time this should take:** 6 minutes

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## Set Up Beer Taps

### How to do it:

1. Check CO2 pressure gauge (should be in green zone, around 30-35 PSI)
  - If in red zone (low), tell Fai - may need to change CO2 tank
2. Run beer lines:
  - Pull each tap handle forward
  - Let beer run until it comes out clear (not foamy)
  - Discard this first beer (it's been sitting in lines overnight)
3. Check temperature:
  - Beer should come out cold
  - If warm, check keg fridge temperature (should be 3-5°C)
4. Wipe down tap handles with clean cloth

### What good looks like:

- Beer pours clear, not foamy
- All taps working
- Tap handles clean and shiny

**If tap is not working:** Tag it with "OUT OF ORDER" sign, tell Fai

**Time this should take:** 5 minutes

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## STEP 2: Venue Preparation (10 minutes)

**What you're doing:** Making the venue look open and inviting

### Turn on Sign Lights

### **Which signs:**

- Speakerbox logo sign (front of building)
- "OPEN" neon sign (if we're using it tonight)

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

1. Sign switches are behind front bar, near POS system
2. Flip switches labeled "SIGN 1" and "SIGN 2" to ON position
3. Go outside and check they're lit up
4. If not working: Check circuit breaker first, then tell Kop

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

- All exterior signs clearly visible from street
- Lights not flickering

**Time this should take:** 2 minutes

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## Write Timetable on Blackboard

### **What to write:**

- Today's date
- Doors open time (usually 16:00)
- Show start time
- Artist/band names and set times
- Any special notes (e.g., "Sold Out", "Guest list at door")

### **Where to get info:**

- Check Noco booking system
- Ask Kop or Roy if you can't find it
- Check Speakerbox Instagram if needed

### **Example:**

TONIGHT - Saturday 30 Dec  
Doors: 16:00 | Show: 20:00

20:00 - Support Band  
21:30 - Headliner

Tickets at door: 500 THB

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

- Information clearly readable from front door
- No spelling mistakes
- Tidy handwriting (or print it and tape it up if your handwriting is shit)

**Time this should take:** 3 minutes

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## Turn on Cable Lights

### **Where they are:**

- Cable lights are the string lights around the venue
- Main switches are behind back bar

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

1. Flip switches labeled "CABLE LIGHTS" to ON
2. Walk around venue to check all sections are lit
3. If any section isn't working: Tell Kop (might be bulb out)

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

- Warm ambient lighting throughout venue
- No dark corners
- Creates cosy atmosphere

**Time this should take:** 2 minutes

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## Arrange Seating (If Needed)

### **Check first:**

- Look at tonight's event runsheet
- Is it a seated show or standing?
- Are there VIP tables booked?

### **If seated show:**

- Set up chairs facing stage
- Leave aisles clear for access
- Place "RESERVED" signs on VIP tables (ask Kop which tables)

### **If standing show:**

- Push tables to sides
- Stack extra chairs in storage
- Clear floor space in front of stage

**What good looks like:**

- Seating matches event requirements
- Fire exits still accessible
- No trip hazards

**Time this should take:** 3 minutes (or skip if no changes needed)

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## Turn on Table Lamps

**How to do it:**

1. Go to each table with a lamp
2. Switch on lamp (usually switch on cord)
3. Check bulb works

**What good looks like:**

- All table lamps providing soft light
- Creates intimate atmosphere
- No broken bulbs (report any to Kop)

**Time this should take:** 2 minutes

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## STEP 3: Final Checks (5 minutes)

### Walk Through Checklist

**Do a lap of the venue and check:**  Music is playing at low volume (Spotify: "Opening Mix" playlist)

- All areas are lit properly
- No obstacles or trip hazards
- Toilets are clean and stocked (check toilet paper, soap, paper towels)
- Smoking area is set up (ashtrays clean, chairs arranged)
- Bar has everything you need for service
- Fridges are fully stocked

If anything is missing or broken: Tell Fai or Kop before opening

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# Common Mistakes

## Mistake #1: Not filling ice wells completely

- **Why it's bad:** You'll run out of ice mid-service and have to leave the bar to refill
- **Fix:** Fill until ice is level with top of well

## Mistake #2: Using old/brown garnish

- **Why it's bad:** Looks unprofessional, customers will notice
- **Fix:** Cut fresh garnish every day, throw out yesterday's

## Mistake #3: Not checking event schedule

- **Why it's bad:** Wrong seating setup, blackboard info incorrect
- **Fix:** Always check Noco or ask Kop before starting setup

## Mistake #4: Forgetting to test beer taps

- **Why it's bad:** Discover tap is broken after customer orders
  - **Fix:** Run all taps before opening, deal with problems early
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# Emergency Contacts

If something is broken or you need help:

Issue Type	Contact	Phone
Bar equipment broken	Fai (Bar Manager)	[Insert number]
Electrical/technical	Kop (Operations)	[Insert number]
Emergency	Eddie	[Insert number]

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# Tips for New Staff

- **Do this procedure every day at the same time** - becomes routine after a week
- **Take your time the first few times** - speed comes with practice

- **Ask questions** - better to ask than guess
  - **Work with another staff member first time** - they can show you shortcuts
  - **Use a physical checklist** - print this and tick items until you've memorised it
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# Training Notes

- New staff should be supervised doing this procedure **3 times** before doing it solo
  - Common questions new staff ask:
    - "How much ice is enough?" → Fill completely, level with top
    - "What if we run out of garnish?" → Cut more mid-service if needed, keep extras in fridge
    - "What music should play?" → "Opening Mix" playlist on Speakerbox Spotify
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# Version Control

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

**Last Reviewed:** 30/12/2024

**Next Review Due:** 30/03/2025 (review every 3 months)

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

# Bar Closing Procedure

**Time Required:** 45 minutes

**Who Does This:** Last bar staff on duty (assigned by Fai)

**When:** After venue closes (usually 01:30-02:00)

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## Quick Reference Checklist

Complete these in order. Tick each item as you finish:

### Outdoor/Security

- Close smoking area (bring in ashtrays, chairs)
- Lock back door
- Lock all windows

### Cleaning

- Clean all tables and bar tops
- Clear all rubbish bins
- Check and clean artist room

### Bar Shutdown

- Wrap garnish containers (cling film)
- Wrap bottles on speed rails (cling film)
- Empty ice wells and turn off water tap
- Turn off all ACs
- Turn off all speakers and mixers

### Final Checks

- Restock fridges for tomorrow
- Check stock levels (note any items running low)
- Turn off breaker switches (LEAVE 15, 17, 29 ON)

**Done When:** Venue secure, clean, ready for tomorrow's opening shift

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# Detailed Procedure

## BEFORE YOU START

### You'll need:

- Cleaning supplies (spray bottles, cloths, mop, bin bags)
- Cling film
- Keys for back door and windows
- Stock count sheet (if doing inventory tonight)

- Pre-checks:**  Has everyone left the venue? (Check toilets, artist room, smoking area)  
 Is tonight's cash reconciled with POS? (Kop or Fai handles this)  
 Are all customers gone?
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## STEP 1: Outdoor & Security (10 minutes)

**What you're doing:** Securing the venue and bringing in outdoor items

### Close Smoking Area

#### How to do it:

1. Go to smoking area
2. Empty all ashtrays into bin
  - Tip: Make sure cigarettes are fully extinguished (check with water if unsure)
3. Stack chairs and bring inside
4. Bring ashtrays inside to wash tomorrow
5. Lock smoking area gate/door (if applicable)

#### What good looks like:

- No items left outside
- Ashtrays empty
- Area looks tidy from street
- Gate/door locked

**Time this should take:** 5 minutes

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# Lock Back Door

## How to do it:

1. Check no one is still outside back area
2. Close back door completely
3. Turn deadbolt to locked position
4. Test door is locked (pull handle to confirm)
5. Hang keys on key hook behind front bar

## What good looks like:

- Door fully closed and locked
- No gap at bottom or sides
- Keys stored in designated spot

**Security reminder:** NEVER leave venue with back door unlocked

**Time this should take:** 2 minutes

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# Lock All Windows

## Which windows:

- Front bar windows (2)
- Back bar windows (3)
- Toilets (1 window in each)
- Artist room (1)

## How to do it:

1. Go to each window
2. Close window completely
3. Engage window lock (twist handle or latch)
4. Test it's locked (try to open - shouldn't move)

## What good looks like:

- All 8+ windows closed and locked
- No gaps or broken latches (report any to Kop)

**Time this should take:** 3 minutes

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# STEP 2: Cleaning (15 minutes)

**What you're doing:** Getting venue clean for tomorrow

## Clean All Tables and Bar Tops

### Supplies needed:

- Spray cleaner (under bar sink)
- Clean cloths (at least 3)
- Separate cloth for bar tops

### How to do it:

#### For tables:

1. Remove any remaining glasses/bottles to dish pit
2. Spray table surface with cleaner
3. Wipe down completely with cloth
4. Check underneath for gum/sticky spots
5. Wipe down table legs if sticky
6. Repeat for ALL tables (front room, back room, artist room)

#### For bar tops:

1. Clear everything off bar (bottles, mats, menus)
2. Spray entire bar top
3. Wipe down thoroughly
4. Clean bar stools
5. Replace items neatly

### What good looks like:

- No sticky spots anywhere
- Tables and bars shine
- No smell of spilled drinks
- Everything organized neatly

**Common problem:** Wet spots that aren't cleaned properly attract ants. Clean thoroughly.

**Time this should take:** 10 minutes

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# Clear All Rubbish Bins

## Bin locations:

- Behind front bar (2 bins)
- Behind back bar (2 bins)
- Toilets (1 bin each)
- Smoking area
- Artist room

## How to do it:

1. Get fresh bin bags from storage
2. Remove full bags from bins
3. Tie bags securely
4. Take ALL bags to external rubbish area outside back door
5. Put fresh bags in all bins

## What good looks like:

- All bins empty with fresh bags
- External rubbish area neat (bags in dumpster, not on ground)
- No rubbish lying around venue

**Important:** Broken glass goes in SEPARATE bag marked "GLASS" - tell staff not to put hands in this bag

**Time this should take:** 5 minutes

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# Check and Clean Artist Room

## What to check:

- Any equipment left behind? (Report to Kop)
- Any rubbish? (Clear it)
- Any spills? (Clean them)
- Furniture arranged properly? (Straighten up)

## How to do it:

1. Open artist room door
2. Look around - anything unusual or left behind?
3. Clear any rubbish into bin bag
4. Wipe down surfaces if needed
5. Arrange furniture neatly

6. Turn off lights

**What good looks like:**

- Room clean and tidy
- No equipment left behind
- Ready for tomorrow's artist

**If you find valuable equipment left behind:** Lock it in office, tell Kop immediately

**Time this should take:** 3 minutes

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## STEP 3: Bar Shutdown (15 minutes)

**What you're doing:** Preserving bar setup for tomorrow and shutting down equipment

### Wrap Garnish and Speed Rail Bottles

**Garnish (limes, lemons, mint):**

1. Get cling film from storage
2. Cover garnish containers tightly with cling film
3. Put containers in bar fridge (keeps garnish fresh)
4. Throw out any garnish that looks brown or dried out

**Speed rail bottles (liquor bottles on bar):**

1. Check all bottle caps are closed tightly
2. Cover each bottle neck with cling film
  - Why: Prevents fruit flies and keeps liquor fresh
3. Leave bottles on speed rail (don't remove them)

**What good looks like:**

- All garnish wrapped and refrigerated
- All bottles capped and wrapped
- Nothing left uncovered

**Time this should take:** 5 minutes

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### Empty Ice Wells and Turn Off Water Tap

**IMPORTANT:** This must be done or ice will melt overnight and overflow, damaging equipment

**How to do it:**

1. Turn off water tap that feeds ice wells
  - Tap location: Under each bar, near ice well
  - Turn clockwise until fully closed
2. Scoop out as much ice as possible back into ice bucket
  - Return this ice to ice machine or cooler
3. Let remaining ice melt naturally (it will drain)
4. Don't use hot water to melt ice (damages drains)
5. Wipe down ice well after most ice is gone

**What good looks like:**

- Water tap DEFINITELY turned off (check twice)
- Most ice removed
- Ice well clean
- No standing water in well

**Why this matters:** If tap is left on, ice well overflows overnight → water damage → expensive repair → Fai will be angry

**Time this should take:** 5 minutes

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## Turn Off All ACs

**AC locations:**

- Front room (2 units)
- Back room (3 units)
- Artist room (1 unit)

**How to do it:**

1. Find remote control for each AC
2. Press POWER button to turn off
3. Make sure red light on AC unit goes off (means it's off)
4. Put remote back in designated spot

**What good looks like:**

- All 6 AC units off
- No humming sound
- Remotes stored properly

**Why:** Save electricity, also AC units shouldn't run when venue is empty

**Time this should take:** 3 minutes

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## Turn Off All Speakers and Mixers

### What to turn off:

- Front room speakers
- Back room/live hall speakers
- DJ mixer
- Sound desk
- Powered speakers

### How to do it:

1. Turn off mixer first (prevents loud pop sound)
2. Then turn off powered speakers
3. Unplug DJ booth equipment (if Kop hasn't already done this)

### What good looks like:

- No sound equipment running
- No lights on mixers/speakers
- No humming from speakers

**Don't touch:** Main sound system in live hall (Kop/sound engineer handles this)

**Time this should take:** 2 minutes

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## STEP 4: Restocking & Final Checks (15 minutes)

**What you're doing:** Getting bar ready for tomorrow's shift

## Restock Fridges

### How to restock properly:

- **FIFO method:** First In, First Out

- Put new stock at BACK/BOTTOM of fridge
- Pull old stock to FRONT/TOP
- This means oldest stock gets sold first

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

1. Check walk-in fridge for restock items:
  - Beer bottles
  - Mixers (tonic, soda, coke)
  - Wine
2. Carry items to bar fridge
3. Open bar fridge
4. Move existing stock forward
5. Place new stock behind existing stock
6. Arrange bottles so BRAND LABELS face forward (customers should see what beer it is)

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

- Fridges fully stocked
- Labels visible from front
- Oldest stock at front, newest at back
- Products organized by type (all Chang together, all Singha together, etc.)

**Time this should take:** 8 minutes

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## Check Stock Levels

### **What to check:**

- Are we running low on any beer?
- Any mixers almost finished?
- Any liquor bottles nearly empty?

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

1. Walk around bar looking at stock
2. Make note of items with less than 6 units left
3. Write on stock sheet (pinned near POS) OR tell Fai via LINE
4. Common items that run out:
  - Chang (always runs out)
  - Tonic water
  - Coke
  - Lime juice
  - Ice (tell Kop if ice machine is low)

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

- Fai knows what needs ordering tomorrow
- Stock sheet updated

**Time this should take:** 3 minutes

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# Turn Off Breaker Switches

**CRITICAL: LEAVE SWITCHES 15, 17, 29 ON**

### **Which breakers to turn off:**

- All switches EXCEPT 15, 17, 29
- Breaker panel is [location - ask Kop to add specific location]

### **Why leave 15, 17, 29 on:**

- These control essential systems that must run 24/7:
  - Fridges (15)
  - Security cameras (17)
  - Emergency lights (29)

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

1. Go to breaker panel
2. Look at each switch
3. Check number on switch
4. If number is NOT 15, 17, or 29 → flip switch to OFF position
5. If number IS 15, 17, or 29 → DO NOT TOUCH, leave ON
6. Double check: 15, 17, 29 still on?

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

- Most switches off
- Switches 15, 17, 29 definitely ON
- Fridges still humming (means power still on)
- Security camera red lights still visible

**If you turn off wrong switches:** Fridges will warm up overnight and all drinks will be ruined. This is EXPENSIVE mistake.

**Time this should take:** 4 minutes

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# STEP 5: Final Security Check (5 minutes)

**What you're doing:** Making sure venue is secure before you leave

## Walk Through Checklist

Do one final lap of the venue:

- All customers definitely gone? (Check toilets one more time)
- No personal belongings left behind?
- All lights off except emergency/security lights?
- All doors locked? (Test front door, back door, artist room)
- All windows locked?
- Fridges still running? (Listen for humming)
- No taps running? (Check bar sinks, toilet sinks)
- No smouldering cigarettes in bins?

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

- Venue dark except security lights
- Everything locked
- No fire hazards
- Ready for tomorrow

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## Lock Front Door and Leave

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

1. Exit through front door
2. Lock door from outside
3. Test door is locked (pull handle)
4. Check exterior sign lights are off (or leave on if Eddie wants them on - ask)

**Keys:** Return to designated key holder (Kop, Eddie, or security) OR keep if you're opening tomorrow

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## Common Mistakes

### **Mistake #1: Forgetting to turn off water tap in ice well**

- **Why it's bad:** Water overflow damages equipment, costs thousands to repair
- **Fix:** Turn off tap, check twice before leaving

### **Mistake #2: Turning off breaker switches 15, 17, 29**

- **Why it's bad:** Fridges stop, all drinks warm up, huge loss
- **Fix:** Double check these three are ON before leaving

### **Mistake #3: Not locking back door**

- **Why it's bad:** Security risk, theft
- **Fix:** Always check back door last, test it's locked

### **Mistake #4: Leaving garnish unwrapped**

- **Why it's bad:** Dries out overnight, attracts fruit flies
- **Fix:** Wrap everything in cling film

### **Mistake #5: Rushing through cleaning**

- **Why it's bad:** Sticky tables/bars attract ants and flies
  - **Fix:** Clean properly, don't cut corners
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## Troubleshooting

### **Problem: Ice well tap won't turn off**

**What you'll see:** Tap spins freely, water keeps running

**Fix:**

1. Turn off main water supply (valve under bar)
  2. Put bucket under ice well drain
  3. Tell Kop immediately (plumber needed tomorrow)
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### **Problem: Can't find breaker panel or not sure which switches to turn off**

**What you'll see:** Don't know where panel is or can't read numbers

**Fix:**

1. Ask Kop to show you where it is (first time doing closing)
  2. Take photo of panel with switches labeled
  3. If alone and unsure: LEAVE ALL BREAKERS ON, tell Kop you weren't sure
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## Problem: Artist left expensive equipment in artist room

**What you'll see:** Guitar, pedals, laptop, etc left behind

**Fix:**

1. Take photo of equipment
  2. Lock equipment in office
  3. Message Kop AND Eddie immediately with photo
  4. Don't try to contact artist yourself
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## Problem: Broken glass everywhere

**What you'll see:** Smashed bottle or glass on floor

**Fix:**

1. DO NOT use hands
  2. Get broom and dustpan
  3. Sweep up ALL glass
  4. Put in separate bag marked "GLASS"
  5. Wipe floor with wet mop after sweeping
  6. Check no tiny pieces left (walk around area slowly, look carefully)
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## Emergency Contacts

If something breaks or you need help:

Issue Type	Contact	Phone
Bar/cleaning issues	Fai (Bar Manager)	[Insert number]
Security/locks	Kop (Operations)	[Insert number]
Emergency	Eddie	[Insert number]

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# Tips for New Staff

- **First time closing?** Work with experienced staff member
  - **Allow extra time** - first few times take longer (45-60 mins)
  - **Don't rush** - better to take extra time than do it wrong
  - **Print this checklist** - use it until you've memorised the steps
  - **Take photos** - take photo of breaker panel, locked doors, etc for your own peace of mind
  - **If unsure, ask** - better to ask than guess (especially with breakers)
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# Training Notes

- New staff should do closing with experienced staff **at least 3 times** before doing solo
  - Manager should verify closing was done properly first few times
  - Common questions new staff ask:
    - "Which breakers stay on?" → 15, 17, 29 only
    - "What if I forget to turn off ice well tap?" → Come back and turn it off, or call someone to do it
    - "How do I know everything is locked?" → Physical test each door and window
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# Version Control

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

**Last Reviewed:** 30/12/2024

**Next Review Due:** 30/03/2025 (review every 3 months)

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