

# Everything you wanted to know about working Darwin Bar... but were afraid to ask!

## Professionalism and working at Darwin Bar

Please remember that working at Darwin Bar is like any other job. You are getting paid to do a service. **Treat the job with responsibility!** The fact that you are serving alcohol makes the job all that more serious. Do a good job, put effort into it, and take pride in what we have achieved at Darwin Bar.

Being responsible about the job means, for example:

- Once you are assigned a shift it is your responsibility to see that the shift gets done. If you can't make it, **you are responsible for finding someone else to work it for you.** Firing off a random e-mail to the bar-staff list saying you can't do the shift and assuming that is it, is not enough.
- Apply your common sense and judgement about what you do behind the bar. This also means that like any other job, you have to be sober behind the bar, although having a beer or two over the course of the shift is OK – but keep it within reason.
- Take the effort to card unknown people. Yes, it is tedious. Yes, it can be embarrassing. But if we get caught serving non-members who are not signed in, Darwin Bar will be shut down.
- Take the effort to keep the bar clean.

## Pictures of the Bar

Here are some pictures of the bar, just to get you familiarised with where everything is:



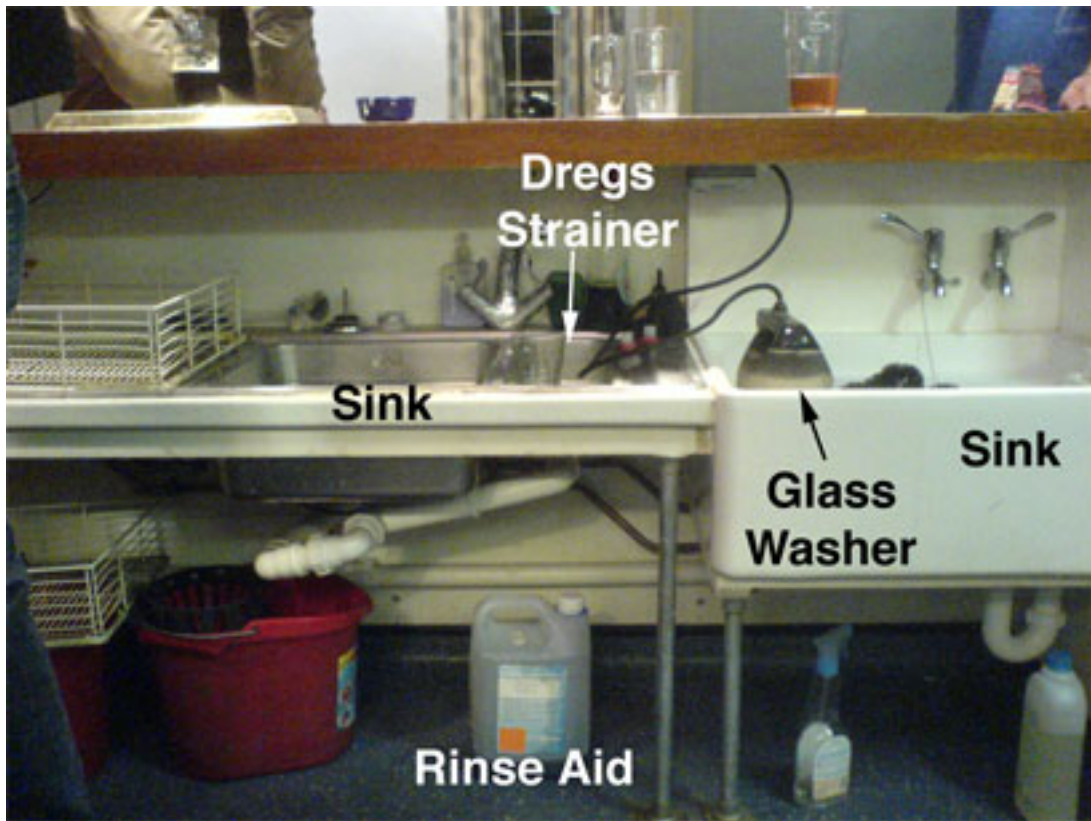
**The Beer Fridge**



**The Taps**



**The Till Area**



The Sink Area



The Middle/Cold Room

Not shown: Whisky section (with glasses below), other spirits (all the upside-down bottles)

## Health and Safety

Cleanliness is next to godliness. This being Darwin Bar, godliness is not really much on our minds. However, getting shut down for failing to meet health and safety regulations is. Whereas in the past this was not a huge issue, we are now finding ourselves sometimes under a great deal of pressure just to keep the bar open. This means as bar staff you need to keep the bar clean before, during and after your shift. During your shift, keep the immediate bar area clean of empties and trash. Wipe down the bar surface several times throughout your shift. There should be plenty of cleaning agents and cloths provided. At the end of your shift, once the shutters are closed, and everything is put away, clean the bar again thoroughly with soap. Keep yourself clean too. During your shift, wash your hands and keep them clean. There is anti-bacterial soap at the sink and paper towels in the middle room. Please use these. Don't dip your fingers into customers' drinks. Don't lift the glasses by the lip. Try to project the idea that Darwin bar is a haven of orderliness approaching nearly sterile, clinical levels. OK, I'm getting carried away here, but you get the gist...

Safety. Obviously no-one wants to get injured working the bar, nor do we want our staff to injure customers, so please use common sense when promoting safety in and around the bar. Firstly, the back door exists as a fire exit so when you're finished with the trolley move it well out of the way, ideally into the common room. There are also two types of fire extinguishers so please be aware of where these are and, if required, how to use them. There is a first aid box hanging in the middle room for immediate treatment of minor injuries (cuts etc.). Above this box is a list of qualified first-aiders in college if assistance is needed. If there are any "incidents" in the bar which require a significant amount of attention, make sure someone either on the Bar Committee or college staff (i.e. porter) is notified during or after and made aware of what took place. Also, on the subject of safety, during your shift you may be required to lift boxes of bottled beer or change kegs. These are heavy! Use common sense when lifting boxes or dragging kegs, and if possible get a strong member of staff (or BarCom) to perform these feats of strength.

On the topic of health and safety and cleanliness, the policy is that staff behind the bar are not allowed to smoke while working. If you really need a nicotine fix, let your co-worker know and take a quick break to smoke your cigarette elsewhere. We also discourage patrons from smoking at the bar, with respect to the bar staff.

## How to open the Bar

All this needs to be done before serving anyone. There should be two of you working and it won't take long to get through everything.

1. Collect the wooden bar keys from the porter 10-15 minutes before your shift starts. You will have to sign for them and be responsible for their return. On Sundays, you need to collect the keys by no later than 9:45pm since the porter leaves early.
2. Go in through the hatch and turn on the lights – spotlights (switch above hatch), the two sets of main bar lights (switches in the middle room) and the beer fridge lights (see the pictures).
3. Check if there is cash in the till. If not, PANIC. No, don't do that. Call one of the Bar Committee.
4. Glass Washer – put it in the white sink, and fill with warm water up to the red line on the washer. Add a **SMALL** quantity of washing-up liquid (nobody wants a foam party). The on/off switch is underneath the counter. Now fill the other sink with water and add some rinse aid.
5. When the sink is full, you can start washing the leftover glasses from the previous night. Use the dreg strainer to empty bottles before you bin them – the bins are colour-coded and remember that some bottles get recycled.
6. Turn on both gas lines for the tap beers (below the light switch in the middle room). In line with pipes = 'on' and at right-angles to the pipe = 'hoff' (no, that's not a typo...) Draw through about a third of a pint from each tap.
7. Put ice in the ice box, together with the tongs.
8. Put your names (and clerk numbers) in the wages book. If you're starting at a later time (e.g. 10pm on a bop night) check the book **first** to make sure you're not using someone else's number! Use only the numbers from 1 to 4. Numbers 5 and 6 are reserved for BarCom and should be kept free.

*Now you're ready to start serving customers!*

9. Turn the music on. The bar has a limited number of CDs, which you're free to play. However, you are welcome and encouraged to bring your own. (As bar staff, the choice of music is completely up to you – although anything too bizarre will prompt strong, opposing views from customers!) You can even hook your iPod up to the amplifier via the cable provided. Read the note on music volume below.

## Music volume

Darwin College has a live-in emergency maintenance guy. Unfortunately, his flat is above the kitchen. Which is above the bar. Which has those loudspeakers pumping out the latest ultra-modern Gangsta-rappy, teen-bandy, classico indie-cheese tunes that you illegally downloaded last night. Please be considerate with the volume of the music and turn it off promptly at 11:50pm. It would be nice to have a deaf guy living up there but we don't want to be the ones who make him that way...

## Signing in Guests

If you don't recognize the customer as a Darwin member, then ask them and **check their ID. This is VERY IMPORTANT!** If we are caught serving non-members we will get shut down (as the college frequently reminds us). Darwin members should have college identification, a CUSU card, or a UL card and no member of college should give you trouble just because you don't recognise them. If in doubt, don't serve the person. If they do give you a hard time, they're probably not members anyway so call a Bar Committee member. If things go badly wrong, which is very rare, you are within your rights to pull down the shutters and close the bar. There's also a phone near the crisps so you can call the porter if you need to. Each Member can only sign in a **maximum of 3 guests**.

## Using the Till and Till Error Book

Making a sale

- Press your clerk key. Enter products to be sold. Press "Cash".  
(if you're ever unsure about how to use the till, ask someone from BarCom)
- Enter all till errors (with the date and your name) in the till errors book. **This is important!**

Recording an error

- If you ever make a mistake with the till you **must** record the amount in the till errors book.
- If you're unsure how to deal with a mistake the easiest thing to do is to 'cash' up and record the whole amount as an error and start your order over again.
- Enter all till errors with the date, your name and the amount that the till is up or down by. **This is important!** You can also add a short description if you like.

## How to change a Keg

This is fun. Well, it's fun to watch someone else trying it for the first time! In the middle room, there is a sink and above the sink there is a flowchart that shows you how to change a keg. It seems complicated the first time you do it but it's basically very simple:

1. You're removing the pipe from the top of the empty keg and attaching it to the full one.
2. Then you're getting beer from the new keg to flow through the pipes.

That's it. You might want to be careful when you remove the pipe from the old keg. Have a look at the roof and you'll figure out why (that's why it can be fun to watch).

## How to close the Bar

1. Ring first dings no later than 11:40pm and call "last orders". Do this a little earlier if it's been busy.
2. Ring **time at 11:50pm**. Close shutters promptly. **This is really important.**
3. Wash down bar and all surfaces with a damp cloth. Remember, the bar closes at 11:50 but you're paid for the full 2 hours of the shift. This is so that you can clean and tidy the bar before leaving.
4. Empty the ice bucket into the sink. Do NOT put any left-over ice back into the freezer. It just freezes into a big solid lump. No fun unless you want to do that ice-pick impression from Basic Instinct... (FYI: We don't have an ice-pick)
5. Rinse ALL the drip trays (don't forget the soft-drink tray).
6. Drain and rinse both sinks and including the dregs strainer. Take the plug out of the metal sink. Squirt both sinks with bleach spray.
7. Turn off beer gas, fridge lights and CD player. Do not touch the power amp! It's not designed for constant on/off power cycles.
8. Return the keys to the Porter's Lodge. It is important this is done before he leaves, otherwise the keys are logged as missing and secret attack-ants will follow you to your house and eat all your cookies... Seriously, return the keys on time.

## Ents nights

On an ents night you can expect things to be pretty busy. Normally we only serve disposable plastics so you won't really be using the sinks. The biggest difference is that Ents will have their own people at the door checking ID so you don't have to worry about signing guests in. Just concentrate on serving the hordes and keeping the bar clean and stocked in between waves. Ents nights can be a lot of fun and there's usually at least one BarCom working...

## Miscellaneous

Stuff that you need to know but doesn't fit in elsewhere...

- **We can cash cheques.** Cheques can only be cashed by Darwin members. The maximum value is £20 and a cheque guarantee card is required. They should be made payable to "**DCSA Bar**". Please ensure that the cheque is filled out correctly on the front (a readable cash amount and date) and the customer's signature corresponds to that on the card. Write the card number, the expiry date, and your initials on the back of the cheque.
- All drinks had on shift must be paid for.
- The contact numbers for each member of the Bar Committee can be found in the middle room. If there is no money in the till, any problems with customers or the operation of the bar, then don't hesitate to call them.
- The bar staff mailing list is: [bar-staff@dar.cam.ac.uk](mailto:bar-staff@dar.cam.ac.uk)
- The rota can be found on the web at: <http://www.dar.cam.ac.uk/bar/rota.html>