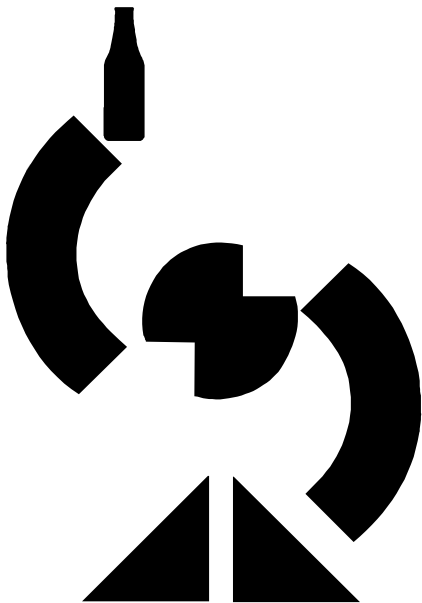




I'm barteam,

Now what?



*A guide for barteam in the canteen
of the Sports Centre*

Version: 2017 - 2018



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Introduction

As sports associations at Twente University, we have the privilege to manage the canteen in the Sports Centre. A percentage of the daily income goes directly to the association running the bar. It is therefore important that the service in the canteen is good. This is the one and only task for you, as barteam!

Today the canteen is yours, and you are responsible!

This book "I'm barteam, what now?" serves as a guide to perform your task to the best extent possible.

If you have any questions during the day, you can ask the student workers or the canteen manager, Hellen van de Water. During the evening you can ask the receptionists.

Good luck with your bar shift!



Regular Tasks

As barteam you have a few regular tasks/points to pay attention to. Make sure these are done!

- There is always at least 1 person behind the bar.
- Read the hygiene rules (Appendix A) and comply with them.
- Be careful with the equipment! If anything breaks, the costs for reparation or replacement will be for the association.
- Keeping clean of the canteen. Ensure in particular that you:
 - Clear and clean the tables and bar. Regularly pass over these areas with a cloth using clean dishwater, this also includes the client area, around the deep-fryer and the rest of the bar. Making clean dishwater is done using a blue bucket with handwarm water and one pinch (20 ml) of "Sumall D2".
 - Keep the kitchen and magazine clean, use the red materials for this.
 - Rinse the service using the dishwasher.
 - Rinse the glassware in the sink.
 - Refresh the garbage bags regularly.
 - Sort the bottles in crates, by kind.
 - Keep the canteen ordered. Clean up wandering papers, push the chair under tables and put the tables straight.
 - Keep the terrace nice and clean!
- Keep supervision in the canteen and ensure the house rules (Appendix B) are complied with.
- Make sure that the people replacing as barteam you are informed.
- The most important of course is that you pay attention if anyone wants to order anything.
- Think about your attitude, you are trying to sell something. Don't sit on a barstool behind the bar with your feet on the counter.
- Lead the ROC students; make them clean up their own mess.
- EVERY TUESDAY NIGHT at closing all chairs and barstools must be placed on the tables and bar!



Opening, closing

Opening

The student worker starts working at 8:00 every day from Monday till Saturday and Works till 12:00. In this period of time he/she has his/her own tasks, cleaning etc. and won't be doing a barshift, he/she will help when it's very busy. Next to this the student worker guides the barteam in their tasks.

The student worker makes sure everything is ready for use and transfers everything to the barteam the moment he/she leaves.

Sunday

On Sunday there is no student worker and barteam must open the canteen their self. To do this there are the following tasks:

- Pick up the money cassette at the receptionist.
- Turn on the dishwasher according to the instructions (look if it is empty and clean first).
- Make sure the bar is clean and ready for use.

Closing

- | | |
|---------------------|---|
| 22:00 – 23:00 | Closing must always be done with 3 persons
Clean up the coffee and tea: Clean the kettles/coffee cans, milk cans and service. <ul style="list-style-type: none">- Clean up the service, stack the dishes and cups.- If applicable clean up the furniture and the parasols on the terrace. Get the ashtrays and candles from the tables outside.- Sort and tidy up the bottles, full crates on the cart and a full cart to the emballage pen next to the receptionist desk.- Tear the carton and throw it in the blue container |
| 23:45 – 24:00 | <ul style="list-style-type: none">- Turn of the deep-fryer and clean it up. Dripping tray, frying baskets and frying tools must be put in the dishwasher last, together with the rinsed ashtrays. |
| No later than 00:30 | <ul style="list-style-type: none">- Call last round (potentially on advise of the receptionist). Don't sell any more pitchers.- 5 minutes after last round: Ask if people have any open bar tabs on the canteen card and still want to pay. Close the register after this.- Put the money in separate plastic bags and the magnetic key in the grey money box and deposit in the safe in the magazine.- Put the plastic fries container in and the tube-buckets with sauce in the cool cell.- Leave the canteen behind neatly: clear the tables and the bar.- Turn off the equipment (dishwasher, griddle, radio, projector), turn off the lights. |
| Closed at 01.00 | <ul style="list-style-type: none">- Close the valves (black taps on the fust connector, cross from the hose) on the beer barrel. Leave the carbon (red taps) on (aligned with the hose). |

Note: In the weekend other times may apply.



Paperwork

Consuming on bar tabs

Only UT-sports associations and externals with a canteen card may eat and drink on bar tabs. No manual bar tabs may be made. For explanation on how to work with the canteen cards see the register instruction in Appendix C.

The direction, other Sports Centre personnel and the Sports Council

The direction, other Sports Centre personnel and the teachers of the ROC receive coffee and tea. We invoice this on yearly basis. Also included are the lifeguards who work in the swimming pool during recreational hours. There is a separate button on the register, 1 can of coffee is 8 or tea is 7 times a single coffee/tea. Invigilators may receive coffee, catch on the checkout button Surveillanten.

If they wish to consume sugar or milk, use the loose sugar cubes and coffee milk.

Identification

Bartteams

Personnel and thus also bartteams are obliged by law to always be able to identify themselves either by ID or driving- license.

Guests

When in doubt of age, ask youngsters to identify themselves before selling alcohol. The legal minimum age for beer wine and mixed drinks is 18 years.

Restocking

Everything that is restocked from the magazine in the back of the canteen, must be marked on the stock list. The stock list is located by the cash register. The units depend on the product. This concerns crates with bottles, boxes of croquettes, bags of fries etc.

Possible remarks and thrown away articles can also be put on the stock list. Don't take boxes out of the freezer unless the supply has finished. And make sure that the frikandells, croquettes etc. are kept in the correct place and place the correct day sticker on the box (Hygiene rules, Appendix A).

Do your own shopping

When an article is out of stock, you can contact the student worker or canteen manager. They will decide if something can be done or not. If you get assigned by the canteen manager to do shopping, always take the receipt and give it to the canteen manager or put it in the money cassette. It is explicitly not allowed to get groceries at the COOP or any other store by own initiative.

During tournament its allowed to have breakfast lunch or dinner in the canteen with own supplies if explicitly discussed with the canteen manager and with approval of the canteen manager.

Lunch meetings, board(interest) lunches, association activities with food, BBQ-ing on the terrace etc. must be requested from the canteen manager beforehand.



Food and drinks

Frying and baking

At 11.00 turn on the deep- fryer at 170° C. When necessary turn the griddle on at 200° C

Time table for frying:

	Thawed	Frozen	
Sausage- frikandel	4 min	6 min	Flows
Croquette	4 min	6 min	Nice and brown
Meatballs/Megamix	3 min	5 min	Nice and brown
Cheese soufflé		4 min	Auburn, turn around 1x
Chicken with bread crumbs		4 min	Auburn
Vietnamese egg roll		8 min	Auburn, sputter a bit
French fries	5 min		Auburn
Hamburger	1½ min	4 min	Flows

Bake French fries only in the right part of the deep-fryer and never bake them with other products! Use a clean plastic container per new bag of French fries, THT sticker on the edge of the container and put the container in the French fries cooler.

The temperature of the frying fat is 170°C and never higher! (check the mark on the turning button).

A plate French fries (=1,5 basket) is not a basket on a plate, but more.

Griddle:

Eggs with raw yolk ± 3 min baked on one side

Eggs fried thru and thru ± 2 mi baked on both sides

Hamburgers 3 min per side

Microwave time table:

	Thawed	Frozen	
Bapao bread		120 sec	Closed original package
Meatball big	3 min	5 min	Closed original package + 1 min rest
Meatball small	1 ½ min	3 min	Closed original package
Thawing of	Tosti 30 sec		
Thawing of	Hamburger 2 min		

Toaster time table:

	Frozen	Thawed	
Sandwich tosti cheese and ham		6 min	Turn around halfway

Toaster should be on the upper and lower heater, turning button to the left.

DON'T TURN THE KNOB BACK because the toaster will be broken!



Small fridge at the sandwich corner contains:

Ham, cheese, margarine, salad, tomato's, cucumber, dill sauce, onions, boiled eggs.

Small Cooler at the frying point contains:

Croquette, sausage-frikandel, bitterballen (ragout balls), tosti's, bitterballen will be sold per 10. Fill it up from the big freezer, put 10 in a small bag, close it and put them in a clean plastic container with a date sticker on the edge.

Small freezer contains:

Mini megamix, meatballs, cheese soufflé, Vietnamese egg rolls, chicken with breadcrumbs, bapao bread.

Mini megamix are sold per 8. When you refill it take from every kind 1, per portion in a plastic bag and store in the small freezer. The bags in a plastic container with a THT date of the original package!

Refrigerated showcase:

You'll find this in the sandwich corner on the bar and is NOT a selfservice for the guests! Here should be the salad, tomato, cucumber, onions, eggs, ham and cheese you'll need for the sandwiches and fried eggs or hamburger on a bun. Stock will be delivered every week and must be placed in the small cooler.

Big freezer storage room

The freezer is in the storage the first big stainless steel double doors cupboard.

In this stock freezer you'll find the deep-fryer and microwave food, unbaked sandwiches.

Big fridge storage room

This is the second stainless steel double door cupboard in the storage.

In this fridge the boxes with French fries, sauce, ketchup, curry, mustard and chili sauce stay. Always use the opened sauce before you open a fresh one.

French fries will be refilled per package, put it in a clean plastic basket.

Here you'll find the boxes of sandwiches, raw eggs and frying butter.

Cooling cell

This is the big white door at the right side of the storage. The light switch is on the outside.

In here you'll find the stock of:

Fresh sandwiches, trays of soft drinks and beer, barrels of (special beer), coffee milk and white wine
Please refill with whole crates-boxes-tray's.

Are there no more sandwiches please ask the workforce or catering manager



Drinks

Coffee/ Tea

Coffee is made with the Nescafé machine. Use a small cup for coffee and espresso. For all the rest of the coffee flavors and hot chocolate use a big cup.

Cup under the machine and press the right coffee button.

It is possible to fill a thermos can by removing the grid for the cups, press the article and choose button “kan”. With the + and - button you can change the amount or put it back to normal amount. 1 thermos can coffee contains 8 cups a full thermos can tea contains 7 cups.. Special coffee is not available in a thermos can.

The tea is available in one cup bags.

Keep the tea box full with different tea flavors.

For big amounts of coffee and tea during tournaments or when there big is a breakfast or lunch, it is easier to use the big kettles.

Wine

In the cupboard (with the glasses and pitchers) there are bottles of red wine, the stock of red wine stays in the bottom part of the grey cupboard in the storage.

White wine stays in the big fridge (in the cupboard on the left), small bottles of white wine stays in the refrigerated show case. Don't flush the wine glasses but use the dishwasher for cleaning. You will find the glasses on the trays in the cupboard of the bar.

Beer

Normally there will be Grolsch and a Grolsch season beer, A Grimbergen beer and a variable beer on the tap.

To make sure you tap correctly the commissioner will organize a tap course for a couple of people.

To organize this make sure you contact the catering manager.

It's also possible to learn how to tap at the Vestingbar. Deliberate with them to see what is possible.



Tap instruction

A tap is always open or closed.

That means that when you open/close the tap you do that with one move. After the foam you can hold the glass in an angle, with the upper part towards you.

Make sure that the beer rotates in the glass, pull downwards carefully and continue with another glass or close the tap.

Skim of the foam with the green 'knife' and put this in the glass with water. Only do this for 'normal' beer, never with the special beer.

Never hold the glass at the top part, no fingers inside the glasses by returning. The glass will be fatty and the beer will be dead.

Never put a fresh tapped beer under the tap, the foam will be damaged by the drops of the tap.

Beer tap sequence is:

From left to right Grolsch -> Grimbergen series -> Varia tap -> Grolsch specials

Where do i find new barrels and carbon gas:

Grolsch and Grolsch specials are connected in the cooling cell, put as many as can of barrels in the cooling cell. The rest of the barrel stock you'll find in the stock room next to the conference room in the hall or at the back of the kitchen.

The carbon gas for his tap point is behind the kitchen next to the cooling cell.

Grimbergen beer and the variable beer are connected in the beer cooler below the bar. You can stock 6 barrels of 20 liters in this cooler. The carbon gas for his beer tap is in the cup board next to the tap.

The rest of the carbon gas stock is behind the black beer cooler which is in the stockroom behind the dishwasher kitchen door.

New Grolsch barrels stock is found in the back of the pantry. The special beer barrels stand at the connect point.

Flushing the pipes

The working student flushes the hoses every week and after the change of a sort of beer using the stainless steel barrel.

This barrel stays under the bar, next to the beer cooler with a sign "Barteam's afblijven".

Which means: "do not touch". That's because it is very expensive and loved in students housing for their own beer installations. Don not lend or use elsewhere!

A specialist company cleans the hoses chemical on a monthly basis.



Barrel change instruction

1. Turn both on the red and white hose the black levers. Make sure that the lever is NOT parallel to the hose.
2. Pull up the handle of the connection point.
3. Push the connection point from the barrel.
4. Change the barrel.
5. Push the connection point onto the barrel. Do not touch the handle. Make sure the handle doesn't go down..
6. After the connection point is correctly pushed onto the barrel, push down the handle.
7. Turn the red and white levers. Make sure that the lever is parallel to the hose.
8. Open the tap until new beer has been completely through the hose. Catch up the foam in a pitcher.

Additional information

White hose = beer

Red hose = gas

Never touch the turning knobs of the gas!!!

The pressure does not need to get higher because you're an experienced bartender, after you there will be others who aren't so experienced.

Watch out for air in the hose at the transition from water to beer or after changing a barrel.

When the tap gives lots of foam please loosen and reconnect the beer handle or rinse it shortly in a bucket warm water before putting it on an barrel.

Changing a gas flask

The carbon gas stock is behind the black beer cooler which is in the stockroom behind the dishwasher kitchen door.

Close the grey turning button on top of the gas flask, close the lever in the hose line and remove the hose coupling.

Take a new flask, stand next to it, connect the hose coupling on the flask, open the tap of the hose line and open the grey turning button on top of the flask totally. Make sure that the flasks are locked with the chain to the wall.

If you hear a fizzling sound this means that the coupling is not closed completely or a rubber is missing. Don't use the pliers to make it more solid but contact the working student or Hellen.



Dealing with ROC students

It is permitted to bring from home and use in the canteen:

- Drinks and bottles of water
- Homemade sandwiches in a box or plastic bag
- Fruits

Cans or big bottles with drinks are not allowed.

Food bought somewhere else (i.a. supermarket COOP) should be eaten elsewhere.

A caretaker of the ROC will make sure the students follow these rules.

The students do not have permission to stay on the terrace or in the lounge.

When the rules are not correctly followed go to the doorkeeper and a notation will be made.

Garbage separation

The garbage of the canteen will be separated:

Glas	In the blue bottle boxes in the kitchen or in the orange and yellow container on the terrace.
Cardboard	Tear the boxes in peaches, make them flat and throw them in the blue container.
Garbage	In the container in the storage. Container full? Switch with an empty one from downstairs. No empty one there? Deliberate with the doorkeeper. New garbage bags are in the cleaning storage and in the cupboards under the bar.
Empty bottles	Sort the right bottles in the right boxes and put the boxes in a wagon. Green bottles (7up) in a different box. When the wagon is full it has to be moved to another storage next conference room in the hall.



Media

General

In the canteen there are two sound systems: the installation of the canteen (under the bar) and the sports Centre installation.

Next to the deep-fryer there are two boxes (inside and outside), where you can switch between the Sports Centre and canteen channels. The receptionist decides the music on the Sports Centre channel. A microphone can also be attached here, which you can get at the receptionist. Turn this system off when turning on the sound in the canteen. This manual continues on the use of the system in the canteen.

Projector

During sport matches on TV, these can be showed on a big screen. The screen is in the ceiling and can be lowered by turning a button in the upper right corner of the Music cabinet.

The remote control for the projector can be found with the stereo equipment. Showing promotions for your association is allowed, you can attach your PC to the equipment, after deliberation, however important sporting events have priority.

The projector can't and won't be loaned.

Precept is that we watch FC Twente unless a big group of guests in the canteen wants to watch another sporting event or a different game.

Premier league, UEFA Cup, Champions League, Olympic Games, Tour de France, World Championships and European Championships will be shown on the big screen as much as possible.

We have a subscription to Ziggo sport.

Music

Music can be played in the canteen and on the terrace, using our stereo with CD's or the radio.

Next to this, there is a central broadcast in the Sports Centre where music is played. You can ask the receptionist to play your CD here.

Music sets the mood in the canteen, but keep in mind that it is to be used as background music. The boxes are turned away from the bar, so keep this in mind when managing the volume button.

Music on the terrace can be managed by the stereo and then you have the same music inside and outside. Using the dial on the wall next to the deep-fryer, you can also play music on the terrace, this will be the same radio channel that can be heard in the whole Sports Centre.

Bar TV

This tv always stays on. It's possible to have a picture of your club or team run on the screen. If you want to participate pleas do contact the catering manager.



I want image and sound, now what?

General:

In the canteen there are two sound systems: the canteen installation (under the bar) and the sports centre installation. The canteen system has (much) better sound and therefore has the preference. Next to the deep-fryer there are two boxes (one for inside and one for outside) where you can switch between channels in the sports centre, the receptionist decides what you can hear on there. Turn this system off when you use the canteen system. This manual further describes the operation of the canteen system.

To start:

On the right there's an overview of the system ->

Turn on the system when you start by pressing the button 'systeem aan' on the right white box on the selection panel (1). This turns on all the equipment. If a device doesn't turn on then someone before you did something that isn't allowed and you need to turn on the device manually. It takes about 5 seconds before the system is completely turned on and you have image or sound.

Selection panel		(1)
Media player	TV-Tuner	(2+3)
Remote controls		(3)
Microphone		(4)
Radio/mp3 tuner		(5)
Amplifier		(6)
Amplifier		(6)

Sound:

The sound in the canteen is arranged by a few panels on the selection panel (1). These are 'boxen bij projector' and 'overige boxen'. With two dials on these panels you decide which sound sources are being used. Then you can arrange the volume with the two squares on the panels 'boxen bij projector' and 'overige boxen'. Try to keep these at the same volume level.

Listening to the radio:

The radio/mp3 tuner (5) turns on automatically when the other equipment is turned on via the 'systeem aan' button. Zap using 'zender selectie', on the bottom right of the radio/mp3 tuner. If the tuner isn't on FM radio, use the button on the bottom left for this.

Muziek from a USB-stick:

The radio/mp3 tuner (5) has a USB entrance for usb-sticks with mp3 files, you can stick this in the left slot of the radio/mp3 tuner and follow the instructions on the screen to play. This can be done with the round button on the radio/mp3 tuner.

Sound on the terrace:

Use the 'buiten' panel on the selection panel (1) to get sound on the terrace. What you hear is decided by the two selection panels 'boxen bij projector' and 'overige boxen'. Don't turn the knob 'buiten' too loud, these speakers can handle less than the speakers inside.

Microphone use:

If you want to use a microphone, you can pick it up at the receptionist and put it in the microphone panel (4). Then turn on the sound on the panel 'microfoon', on the selection panel (1).



Image:

Turn the projector on by pressing the rightmost button 'projector aan' on the selection panel (1). Screen down: Button in the upper right corner next to the rack of equipment, the screen doesn't have to go all the way down, adjust when you have image.

Watching TV on the projector:

Turn on the Digital TV-tuner (3) on with the remote control, using the button on the top left. Always aim on the receiver and not the screen. Turn on 'beeld' on the selection panel (1) and put the channels of 'boxen bij projector' as well as 'overige boxen' on TV-tuner.

- You can zap using Channel (CH).
- You can also punch in the numbers of the channel.
- A simple channel list can be gotten by pressing 'OK'. Choose a channel using 'OK'.
- The electronic program guide can be reached via: 'Guide'. Using the arrows, choose a channel by pressing 'OK'. Use 'Return' to get a fullscreen image again.

Image from a USB-stick on the projector:

Turn on the Mediaplayer (2), put the USB-stick in the mediaplayer or use the adjacent USB-cable and put 'beeld' and both sound channels on 'mediaplayer' on the selection panel (1). Then use the remote control and follow the instructions on the projector.

Laptop image on the projector:

Under the right window of the Wooden Hall there is a socket attached to the wall where you can connect a laptop. This is done using a VGA cable and a jackplug for sound. With the button 'laptop' on the selection panel (1) you can switch the projector to the VGA-channel. The sound can be regulated via the selection panel (1) by switching 'boxen bij projector' and 'overige boxen' to 'laptop'.

Channel arrangement TV



Lightning, dishwasher, money and furniture

Lighting in the canteen and on the terrace

De control cabinet for the canteen lighting can be found in the washing kitchen, attached to the wall.

1. During the day switch the light: Dag (day)– hoog/laag on.
2. During the evening switch the light: Dag (day) – hoog/laag off and Nacht (night) on
3. Use the switch “loungehoek lampen” en “kokerlampen” to switch on the black hanging lamps.
4. Always turn on the wall lighting, these can always be dimmed.
5. The coloured barpanels can be controlled with the little white control device or i-pad.

The switch for the terrace lighting can be found on the control cabinet in the washing kitchen.

When closing the canteen, all lights must be switched off. The lights in the cooling buffets can be turned off using the switch on the lower right. Make sure that you do not turn off the cooling buffet itself. De switch for the deep-fryer extractor fan can be found on the left of the extractor fan. The coffee machine lighting will stay on, as it may not be turned off.

Dishwasher

Turning the machine on:

Check if the blue filter is plugged in the right way.

Press the middle “On” button (the button gets greener as he fills), totally green means ready for use.

Do not open or disturb during the process of filling and start up.

As soon as the big button is green, you can start washing by lowering the valve. The machine will start by itself.

Colours of the big button (Play button):

White: The machine is starting up on, do not disturb, just wait.

Green: The machine is ready for use.

Blue: The machine is washing, do not disturb.

Turning the machine off:

Close the machine.

Press the big round button for 3 seconds.

The dishwasher will empty and rinse itself automatically.

The machine will turn itself off automatically

After that open the machine, take out the blue filters and clean this.

Put the filter back and leave the dishwasher door open.

If an alarm tone is heard:

The washing detergent- or the after shine box is empty. Check them, they’re on the left side floor next to the dishwasher. New boxes are in the cleaning booth, where your bag/coats are. Twist the white turn lever to release and twist on the new one. Shake the tube a bit to get rid of the air bubbles.



Money

As association you are responsible for the present supplies, the money and the income of that day. Make sure that next to your barteam no one else comes behind the bar, in the kitchen or in the storage.

Exceptions to this rule are the student workers, the cleaning personnel, and the canteen manager. If the reception or the maintenance personnel of the Sports Centre have to be behind the bar, they must have permission to do so.

If you need to change money for extra change, this can be done at the reception. You are not allowed to change at the Coop.

Bills of 50 euro must be done in the cashbox and you should try not to keep too much 20 euro bills in the cash register, these can also be put in the cashbox. Do keep in mind to keep enough cash in the register to be able to provide change to the customers.

Make sure that everything is correct, because if at the end of the day there are discrepancies, this will be at the cost of your association

Furniture

The furniture may under no condition leave the canteen or the terrace. We do not lend out anything. Be sure to remind the guests that tables are not meant to be sat on, just at. And be sure to leave the canteen in a nice state by putting tables and chairs back at their place from time to time.



Special cases

Sports injuries

Because it is a sports canteen, it is very likely that people with a sports injury come to the bar for ice. You may refer them to the servicedesk. Do NOT hand out towels, as they disappear.

Deliveries

Every Tuesday deliveries arrive. First of all and directly after delivery, the goods belonging in the freezer must go up. We use the “first in first out” system to store everything. The other goods must immediately be brought to the back entrance of the canteen and be placed in sight of the receptionist.

Crates and trays of soda must be placed in the cooling cell, also according to “first in first out”. All other goods have their own storage place and if you don’t know where this is, you can always ask the student worker. All packing slips and delivery notes must be saved. Give them to the canteen manager, put them in the cashbox or in the mailbox with the name “sportraad/kantine”.

Kettle coffee or tea

Before making the coffee be sure to wet the filter, as then no coffee residue will fall into the kettle.

From 10L about 75 cups of coffee can be poured.

To make one big kettle of coffee (10L), 6 large spoons of coffee are needed. The spoon can be found in the jar with the coffee. To make 10L of coffee takes about 15 mins.

Tea in kettles is produced with big teabags, take those out before pouring from the kettle otherwise the tea will get too strong.

Kronos -, Vakgericht - , Aloha - and vv Drienerlo tea

After their training or during a break in the match, these associations drink tea. This happens mostly in the canteen or in the dressing rooms. For this goes that they can order cans of tea and the association will be billed afterwards. They do not have to pay immediately.

In the weekend there are regular soccer matches. For these tea must be made, using the kettles in the kitchen. vv Drienerlo will indicate this. Keep in mind that there are supporters that would like a cup of coffee before the match or during the break. A soccer match consists of two periods of 45 mins each, with a 15 minute break in between the periods.



Calamities

Evacuation alarm (slow whoop)

What to do:

1. Remove the magnetic key out of the cash register en take it with you
2. Switch of the microwave
3. Pull up the baskets of the frying pan with fries, croquettes or other items
4. Switch of the griddle and frying pan
5. Get your coat and bag and leave the building
6. Gather at the main entrance and await further instructions

The cash register won't work without the magnetic key so the money is safe insofar .

If it takes a long time before the building is open again and is your shift ending, find the janitor and give him the magnetic key so he can give this to the next shift

When an evacuation alarm happens at the end of the day during closing time, ask of the janitor will put the magnetic key into his safe as soon as the building is open again or until the next day.

The working student of the next shift must pick up the magnetic key at the janitor and closes the cash register activities of your bar day.

Disorder in the canteen

If there is any disorder in the canteen, then it is up to the barteam to solve this in the first instance. This must be done by starting a calm and polite yet clear conversation. If you cannot solve the problem, then the receptionist must be advised (053-489 8001). Keep in mind that the receptionist is the last resort.



Appendix A: Hygiene rules

General hygiene rules

- Always wash hands at the start of a shift, after changing garbage bags and after using the toilet.
- Do not wear rings, watches, bracelets or nail polish during your barshift.
- Wear a clean association shirt. This is required by law!
- Look clean and fresh.
- Keep the canteen neat and clean.
- Keep the bar clean and free of junk during the day.
- Keep the area around the deep-fryer neat and clean.
- Keep all that must be kept cool in the fridge/coolcell.
- Empty the trashcans on time.
- Use clean cloths and frequently get clean hand warm water. Start every new day with new dishcloths and towels. Keep the dishcloths in a bucket with clean dishwater during the day.
- The plastic containers for food, such as krokets, must go through the dishwasher before putting them in.
- Red cleaning materials may only be used in the magazine and kitchen.
- Blue cleaning materials may only be used in the canteen and behind the bar.

Specific hygiene rules

- Tosti's must be taken out of the freezer on time and may not be defrosted in the dishwasher, use the fridge behind the bar for this. Keep a supply in the fridge behind the bar.
- Frikandels, krokets and bitter balls must not be defrosted in their box, but in a plastic container in the small fridge.
As soon as it goes in the small fridge, put a colored sticker with the correct day on the container. Do not place the sticker on the cover but on the side of the container.
Do not leave paper between the frikandels and krokets.
- As soon as the expiring date has passed, the student worker will remove this. These items may not be sold anymore.
- Fries must be placed in a plastic container in the fries cooler during opening hours. If a new bag of fries is opened, this must always be placed in a clean container.



Appendix B : Houserules and code of conduct in the Canteen of the Sports Centre UT

1. The houserules in the canteen must be complied with. In the case that these rules do not suffice for the barteam then, possibly in consult with the canteen manager¹ or receptionist, decide what happens.
2. It is not allowed to consume homemade consumptions in the canteen or anywhere on the terrain belonging to the canteen.
3. It is not allowed to consume alcoholic beverages bought in the canteen anywhere else (for example in the dressing rooms). Alcoholic beverages may only be consumed in the canteen or on the terrace.
4. Alcoholic beverages are not sold to:
 - Youth leaders, trainers of youth teams en other guidance of youth while they are in function.
 - Persons functioning as chauffeurs for the transport of atheletes.
5. The board wants to prevent those who drink more than allowed to participate in traffic. Based on this it is allowed to refuse someone alcoholic beverages.
6. People showing agression or any other deviant behavior, may be removed from the canteen, by the manager or by a bar volunteer.
7. Managers and bar volunteers do not consume alcohol during their barshift.
8. There will be no consumption of alcohol if more than three quarters of the guests is under the age of 18.
9. Any stimulance of alcohol consumption, such as happy hours, yards of bier and rounds by the boss aren't allowed.
10. From the point of view of alcohol moderation, the consumption of alcohol-free beverages is promoted, by not being more expensive than alcoholic beverages.
11. Without permission from the barteam or the canteen manager no one is allowed behind the bar, with the exception of reception or maintenance personnel of the Sports Centre.
12. Smoking and drug consumption are not allowed in the canteen.
13. Without permission from the barteam no one is allowed to touch the audio/video devices, with the exception of the canteen manager, receptionists en maintenance personnel of the Sports Centre.
14. When using the tableware (for example plates and knives), it must be returned to the bar after use.
15. Glassware and tableware are not allowed out of the canteen and are not lent.
16. Furniture must be used as it is meant to be used and may not leave the canteen. After use the furniture must be left behind in a neat state.
17. The barteam is responsible for the appearance of the canteen en may address the guests in case of unwanted behavior. Unwanted behavior is for example when the abovementioned rules aren't complied with, unnecessary dirtying of the canteen or ruining the atmosphere in the canteen. In these cases the barteam or the receptionist may remove these guests from the canteen
18. Instructions (which may be in contradiction to these rules) from the canteen manager or the receptionist must be followed at all times, this goes for guests as well as the barteam.

¹ Student workers in the canteen have the same rights as the canteen manager.



Appendix C : Cash register instruction

Never turn it off! Back to startup screen -> touch Esc

Put the magnetic key in the holder at the screen, to open the cashdrawer -> touch icon of puppet on the right in the main screen.

Mistakes:

- Touch button “fout” = direct rectify in active open order -> touch on the wrong article in the row.
- Touch button “retour” = rectify a series of articles before you touched a payment button.
- You already chose cash “contant” but it had to be put on barpas: -> put the barpas on the reader and type in the same articles again and touch the end order button.
Afterwards to reset this wrong cash report you must touch icon of puppet -> choose ”retour achteraf” -> type in the exact same articles en amount en touch the cash button.
- You already chose cash “contant” but instead the costumer wants to pay by pin: -> put the same articles again on the barpas and choose for “pin”.
Afterwards to reset this wrong cash report you must touch icon of puppet -> choose ”retour achteraf” -> type in the exact same articles en amount en touch the cash button.
- You already chose pin, suddenly the costumers wants to pay with cash: -> just wait, the pin transaction will abort and then choose for cash payment.
- You typed the wrong article on to a barpas and already touched end order:
Put the barpas on the flat card reader on the right -> choose icon puppet -> choose button “retour achteraf” -> type in the article -> touch end order.
- Register displays a message “geef tafel nummer “ -> Touch button end order because the last order wasn’t closed properly.

How to use the plastic “barpas” :

- Put the plastic card called “barpas” on to the flat card reader on the right and touch in the main screen the articles the customer ordered. Close this order by touching the end order button.
- To check an barpas account afterwards choose icon puppet -> choose for “openstaande rekeningen “ for all the bills that aren’t payed yet or -> “rekening overzicht” for all the barpas bills that are payed.