

I'm Baco what next?



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Introduction

Dear (new) Baco,

Being a Baco is a nice challenge. The challenge is to raise your bar team to the highest possible level, because the better your bar team functions, the more money your association will get.

Experience tells us that people like to be behind the bar when the barteam is functioning well. There are a lot of different associations and guiding a barteam of an association with 200 members is very different from guiding a barteam of an association with 30 members. This guide is there to help you along the way and is full of tips and tricks. Furthermore, this guide has important information for Bacos.

On our website www.sportkantine-ut.nl is information for members, bacos and for boardmembers. You can follow the facebookpage www.facebook.com/Sportkantine of the sportcanteen as well for news and happenings.

If you still have questions after reading this document, you're welcome to come to our office. You will either find the catering manager Hellen van de Water or someone of the daily board. It's also possible to send us an email to either h.m.vandewater@utwente.nl or bestuur@sportkantine-ut.nl.

Enjoy being a baco and good luck.

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Baco in general

Once you've just become Baco it's important to meet the catering manager as soon as possible. Make sure she has your email address and your phone number.

The bar day of your associations will be your responsibility, you will have to make sure that everything goes smoothly. This implies that every shift is filled and your barteam is entirely filled, your barteam has to be up to date and the last shift knows how to leave the bar behind. The amount of bar days and the turnover determine the income for your association.

De stichting Kantine Sportcentrum UT (stichting KSUT)

The KSUT foundation is the operator of the Canteen. The General and Daily Board of the canteen ensures the policy in the longer term. For the daily business there is, in addition to the Daily Management, the canteen manager and the bookkeeper.

The Catering manager

When you're Baco you will definitely work with Hellen van de Water. The canteen manager ensures, when it's necessary, that you receive the extra information about your bar day. This information is sent to you in an info mail, however when there are sudden changes or in case of an emergency you will be called.

You will receive this email when there is a tournament or an external party which might require some extra work or you might need more people behind the bar. It might happen that you will only get this information a few days beforehand, since the catering manager is depended on the received information. The catering manager will make sure that the information will be known as soon as possible.

Furthermore, the catering manager is the point of contact in case of having trouble with filling the bar shifts or any other troubles.

The catering manager will be the one who addresses you when something goes wrong during one of your bar days. This might be about how you work, but it will probably be about the people behind the bar. When that's the case you have to discuss this with your barteam or the people concerned.

Rules/requirements in the canteen

Showpiece

The barteam is the showpiece of the canteen. Being enthusiastic can be good for the turnover! During busy barshifts it might be hard work. Try to put people behind the bar during those times who like the job. During quiet barshifts it's allowed for a barteam member to read the paper or something alike, but not behind the bar and as soon as there are customers they have to be helped immediately. Calling behind the bar is very customer unfriendly.

Make sure your barteam is up to date.

Show them the "I'm barteam what next" book, the hygiene rules and forward Hellens emails about the shifts concerned. It's possible to get a draft course from one of the workforce students. The only costs are the consumed beer.

Barshirts

It's written in the law that catering staff wears recognizable/company clothing. This is why the barteam has to wear their recognizable clothing, this is done by having association barteam shirts. There are two possibilities for the barteam shirts, either members have their own or the baco has all the shirts in possession. When the last one is applicable, you have to ensure that the shirts are there on time for the first bar shift and that the shirts are picked up again the next day. Shirts have to be clean before every shift!

Familiarity association

When your association is behind the bar you can propagate your association in different ways. One, by wearing your barteam shirt.

Furthermore there is also a bar TV on which you can display an image / poster of your association and / or activity. Deliver by mailing a file of max 5 mb jpeg or png, size 1920 x 1080 to canteen manager.

You can use the beamer for promotion as well, by either showing a promo video or watch your sport related videos.

Some associations even have coasters with their logo. If your association has these you can get them out of the cupboard in the hallway. It's the responsibility of the barteam that they are in the canteen.

Food and drinks

It's not allowed to eat or drink behind the bar. Barteam members who want to drink have to go to the other side of the bar.

It's illegal to drink alcohol before or during the barshift.

Getting started

How do I get a complete and active barteam?

It is important that people think having a barshift is fun, or at least not bad. You can achieve this in multiple ways.

- Make sure they know that they are helping the association. The income is very important for a lot of associations. During the first round of payments 30 % of the gross profit will go to the association. The second round of payments is the divided net profit after deduction of the costs. This ensures that student sport is affordable.
- Make sure the barteam shirts are nice so people want to keep them.
- You can also think of a bar team outing or symbolic present during a GMA.
- Organize fun activities for your members in the canteen on your bar day, which makes it easier to fill services or get connection with the canteen.
- Some associations offer discount when you are a barteam member. However there are some downsides to this so be careful. It might result in barteam members not doing an extra shift since they already met the quota. There is still the risk as well that they prefer paying more over doing a barshift and that you still don't have a complete barteam.
- Let new members know it's fun to do a barshift, since it's an easy way to learn the other members.
- A few associations have made doing a barshift a part of the membership, this might be convenient when your association is small.
- Beside your sport you will learn skills for a possible paid part time job in a foreign country. The catering manager would love to give you a reference if necessary.
- Create a hard core within your barteam whom know what is going on in the canteen. Make sure that it is something special when you're in this core. Now you could put one member of the hard core in every shift.

The barschedule

The catering manager makes a bar schedule two times a year, in June and in December.

As a baco you will receive an email and a letter where you can tell your wishes for the upcoming half year.

After this you will receive a concept version of this schedule. Make sure you check this schedule, since it benefits us all if the schedule matches the wishes of an association. If you have any remarks about the concept schedule you can tell this to the treasurer or the catering manager. The next schedule you receive is the definitive schedule.

It's your own responsibility if you still want to switch a barday after this. If you really can't figure it out you can always contact the catering manager. If you switch bardays, discuss this with the catering manager beforehand.

Rostering

The table shows the timeslots and how many people must be behind the bar during those slots. This is only applicable for standard bardays.

The catering manager will let you know if this table changes.

She will try to let this know well on time, but sometimes it's not possible.

Start making your timetable as early as possible before the actual bar day, this way you prevent that you cannot fill your entire timetable.

	Timeslot (Amount of bar people)	
Normal weekdays	10.30 - 19.00 (2) 19.00 - 01.00 (3)	
Fridays	----- 10.30 - 17.00 (2) 17.00 - 01.00 (3)	
Saturdays	8.00 - 24.00 (3)	You will receive e-mail about exact times.
Sundays	8.30 - 19.00 (3)	You will receive e-mail about exact times.
Events		You will receive an email as soon as possible with the activity, the amount of bar members you need and more.

There are two different ways to fill your bar schedule. Whichever way you choose, it is important that you are always aware of who should stand behind the bar and that the schedule is done on time.

- You can schedule people in advance. You then communicate this schedule to your bar team. Your bar team can then indicate whether they can work at the scheduled times, and otherwise they or you make sure that shifts are switched. Make sure you are aware of all changes!
- You can send an empty schedule to your bar team. Anyone can then sign up at times suit them. Empty shifts will be filled by you.

You can also appoint reserve people per shift. When filling the last slots, calling people works better than mailing.

If you cannot get your schedule full, you should contact the catering manager. In consultation, either another association will be called or your association must hire workforces for the unfilled shifts at 19 euros per hour. In both cases this costs the association money, so do everything to fill your shifts.

Try as much as possible to let your entire bar team have all the knowledge. You can do this first and foremost by training everyone personally. Another possibility is to let new bar members come for the first shift so that they have the workforce as a point of contact. If you do this, please pass it on to Hellen van de Water. In addition, when scheduling you can ensure that less experienced people are always behind the bar together with more experienced people. In addition, make sure that your entire team can draft a beer, especially with the latest shifts it is necessary that your people can do this.

The barday itself

Barteamshirts

Make sure the shirts are on time when you manage the shirts as a baco. Furthermore, it is useful to place a list at the register of who should have a barshift and the telephone numbers of these people. If someone does not show up, they can be called.

Your bar team has a bar pass to drink and eat on.

If you own the shirts as a baco, you must have them taken by a barteam member at the end of the evening or pick them up the next morning.

Expect that if things go wrong during the day, for example people do not show up and cannot be reached, you will be contacted.

Found barteam shirts (bags) are placed at the mailboxes or on the coaster cupboard, you will receive a message from the canteen manager.

After the barday

If things go very badly during the bar day, for example cleaning up after the last shift, complaints from guests or cash deficit, the catering manager will contact you.

The agreement with all barteam is that a cash deficit above € 15.- will be charged to the relevant association.

If you have significant large cash differences, the head of security checks the camera images for irregularities and we ask your schedule with who worked when. Theft is reported. Camera images may not be viewed by bar team members, guests or bacos, and may only be stored (temporarily) at the request of the canteen manager.

If you often have small cash shortages, we will discuss how to proceed.

If the criticism is directed at your bar team, it is useful to share this information with your bar team.

If your bar team has performed above average, we will of course be happy to let you know.

If your bar pass, usb, or other stuff has been left, we will put them, if possible, in your mailbox and you will receive a message from the catering manager.

What else to know

Events

If your bar team is doing well according to the catering manager and the Daily Board, your bar team can (in consultation) be assigned to days with major events or the Batavierenrace. It is clear that a larger turnover is generated at these types of events and you as a bar team therefore earn more. It pays to do your best!

Soccer on Saturday

Vv Drienerlo often plays matches on Saturday. Tea is served during breaks during these competitions. There is a note on the cash register stating when how much tea should be ready. Making tea in the kettles takes fifteen minutes. It is important that the bar team is aware that this must be done and starts on time.

You register the tea at the cash register 8 x vv Drienerlo tea and click on contant, we count and invoice afterwards. If you make tea, touch the check mark on the screen, the sensor does not "read" glass.

You also charge the tea for vakgericht, kronos, aloha at the cash register and click on contant, we count and invoice afterwards.

Age check

We must comply with the age verification method. Alcohol is prohibited for people under 18 years of age. If you are not absolutely certain that someone over 18 years old, check his or her ID card, passport or driver's license. In case of doubt always ask for ID.

If we fail to perform this check, the fine for us is € 1360 or we lose the license this would result in the closure of the canteen.

For the young person who has received the drink, the fine is € 45 if he / she is between 12 and 16 years old, at 16 or 17 years old, the fine is € 90.

IVA certificate

It is a legal requirement that all bar volunteers must be in possession of the IVA certificate.

Have your members do the NOC-NSF variant <https://www.nocnsf.nl/iva> and make sure that the canteen manager receives a copy. Be aware that this is in Dutch, for the English-speaking barteam members it is handy to do it together, you translate, she / he answers.

Calamities

Evacuation alarm (slow whoop)

What to do:

1. Remove the magnet key from the cash register and take it with you
2. Switch off the microwave
3. Get the baskets with fries or snacks out of the fat
4. Turn off the fryer
5. Pack your jacket and bag and leave the building
6. Gather at the main entrance and wait for further instruction.

The cash register will not work if the key is not there, the drawer will not open, so the money is safe. If it takes a long time for the property to be released and your shift is done, look for the doorman and give him the magnet key so that he can give it to the next shift.

If an evacuation occurs at the end of the bar day, ask whether the doorman wants to put the magnet key in his safe as soon as the building is released.

The workforce of the following day can then pick up the magnet key there and then close the register.

Agitation in the canteen

If there is agitation in the canteen or there are problems, then a bar team must first resolve this themselves by entering into a calm, polite but clear conversation. If they cannot resolve, the Service Desk employee can be called in (053-489 8001), he or she determines whether the security is called, not the bar team.

Note that calling out for security is a last resource.