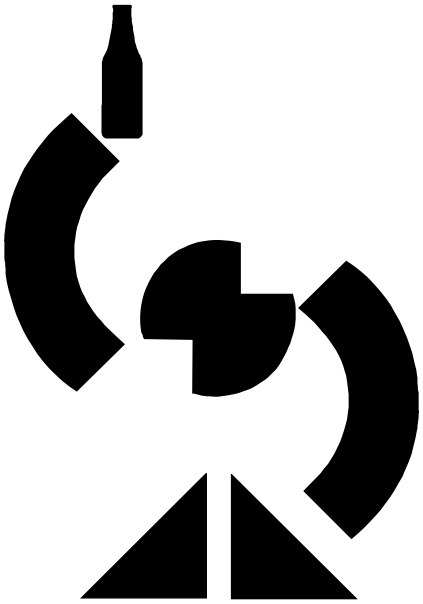
I'm BArCOordinator,

Now what?



A guide for BaCos in the canteen of the Sports Centre

Last updated: June 2026

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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 board members.
If you still have questions after reading this document, you're welcome to come to our office. You will either find the canteen manager Wim Senger, or someone from the daily board. It's also possible to send us an email to either w.f.m.senger@utwente.nl or bestuur@sportkantine-ut.nl.

Enjoy being a BaCo and good luck!

Kind regards,

The KSUT board and Wim

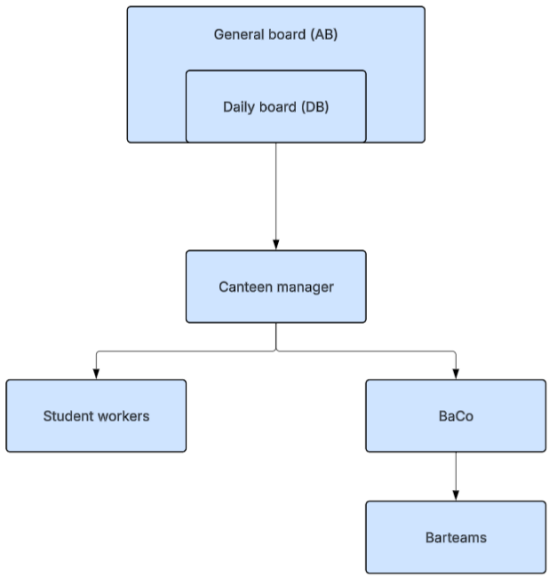
BaCo in general

Once you've just become BaCo it's important to meet the canteen manager as soon as possible. Make sure he has your email adress and your phone number and that a moment has been planned with one of the employees of the sportscanteen to show you the ins and outs of the bar.

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

De stichting Kantine Sportcentrum UT (stichting KSUT)

The canteen is owned by "Stichting Kantine Sportcentrum UT" (KSUT). A proper overview of how it functions is illustrated below.



The Canteen manager

When you're BaCo you will work with Wim Senger. The canteen manager ensures, when it's necessary, that you receive the extra information about your barday. 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 in advance, since the canteen manager depends on the received information. The canteen manager will make sure that the information will be known as soon as possible.

Furthermore, the canteen manager is the point of contact in case of having trouble with filling the barshifts or any other troubles.

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

Your job in the sports canteen

Training your bar personnel

As a BaCo, your job is to ensure that your bar personnel are trained. It is recommended to do this yourself, but you can also let very experienced bar personnel do this. Before or during someone's first barshift, you can show them around the following areas:

- Cash register
- Beer taps
- Bar fridges
- Frying station
- Sandwich corner
- Dishwashing area
- Storage area in the back
    - Fridges and freezers
    - Storage shelves

Impression of your barteam

Your barteam is the first image a visitor gets as they enter the canteen. Make sure your barteam makes a professional impression. This is beneficial for your profit! Your barteam is expected to adhere to the following requirements:

- Wearing a clean association barshirt
- Wearing long trousers and closed shoes
- Always have a bar member visible and approachable for guests
- Do not use your phone behind the bar
- Do not eat behind the bar
- Only the barteam and KSUT personnel are allowed behind the bar
- Drinking alcohol before or during your shift is **not allowed**

Promotion of your association

When your association is behind the bar you can promote your association in different ways. First, by wearing your barteam shirt. Second, there is a TV behind the bar on which you can display an image/poster of your association and/or activity. Deliver a file of max 5 mb jpeg or png, size 1920 x 1080 by mail to the canteen manager.

You can use the beamer for promotion as well, by showing a promo video of your association. Some associations even have coasters (viltjes) 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. New coasters can be ordered via the KSUT Treasurer; contact them by mail for an explanation.

Getting started

How do I get a complete and active barteam?

It is important that people think that doing 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, 27% 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 wear them.
- You can also think of a bar team outing or a 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 connected with the canteen.
- Some associations offer a 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.
- Besides your sport, you will learn useful skills that can be applied later in life.
- Create a hard core within your barteam who 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 canteen 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 the association. If you have any remarks about the concept schedule, you can tell them to the canteen 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 canteen manager for solutions. If you switch bardays, discuss this with the canteen 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 canteen manager will let you know if this table changes. He will try to let this be known well in 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 - 17.30 (2) 17.30 - 23.00 (4) 23:00 – 01.00 (3)
Saturdays	8.00 - 24.00 (3)
Sundays	8.00 – 12.00 (2) 12.00 – 17.00 (3)

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.

1. 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!
2. You can send an empty schedule to your members / barteam. Anyone can then sign up at a time that suits them. Empty shifts will be filled by you or the board of your association

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 canteen manager. In consultation, either another association will be called, or your association must hire workforces for the unfilled shifts at 28 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 a student worker as a point of contact. If you do this, please pass it on to Wim Senger. 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

Preparation

- Make sure your barteam schedule is **completely filled**
- Make sure everyone from your barteam has an **IVA certificate** (www.nocnsf.nl/iva)
- Make sure two members of your barteam are planned to be **evacuation volunteers** from 20:00 onwards
- Make sure the shirts are on time
- Make sure your barteam knows the schedule
- If your association has coasters (viltjes), make sure these are placed on tables at the start of your barday
- Make sure your barteam knows how your bar pass works and whether or not they can use it
- Tip: Promote your barday amongst your association and ask them to sit in the sports canteen! This will result in a more fun work environment for your barteam!

During the day

- Make sure you or a board member is **available and reachable for contact**
- Make sure that your **evacuation volunteers** have watched the necessary video at the service desk and are wearing the bands from 20:00 onwards
- Make sure your barteam follows instructions from the canteen manager or student workers, for example, regarding events in the sports canteen
- Make sure everyone is properly trained and prepared for their shift
- Make sure an experienced barteam member is present next to a new barteam member
- At the end of the barday, make sure your barteam leaves the canteen behind properly. Ensure they are aware of the closing checklist
- Preferably: Always have at least one board member or BaCo present in the canteen

After the barday

- Make sure your barshirts are picked up at the end of the barday or during the next morning (if you wait until the morning, the barshirts will be placed at the mailboxes)
- If things went very badly during the bar day, for example, cleaning up after the last shift, complaints from guests, or cash deficit, the canteen manager will contact you
- 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 you left belongings during your barday, they will be placed in your mailbox or at the servicedesk for you to pick up the next day

What else to know

Events

If your bar team is doing well according to the canteen 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 as a bar team, you therefore earn more. It pays to do your best!

Soccer on Saturday

V.V. Drienerlo often plays matches on Saturday. Tea is served during breaks during these competitions. There is a note on the cash register stating when these breaks are. The button on the cash register called “VV Drienerlo thee” should be used. Press this button 6 times for every can of tea that is requested and press PIN.

Age check

We must comply with the age verification method. Alcohol is prohibited for people under 18 years of age. If someone looks under 25 years old, check their 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, which would result in the closure of the canteen.
For the young person who has received the drink, the fine is € 45 if they are between 12 and 16 years old; at 16 or 17 years old, the fine is € 90.
This is especially important in September – December since a lot of new students are <18.

IVA certificate

It is a legal requirement that all bar volunteers must be in possession of the IVA certificate. Even if your members are not tapping beers, they still must possess the IVA certificate.

Link Dutch version: www.nocnsf.nl/iva
Link English version: https://vrijwilligerswerkacademie.nl/course/view.php?id=22

The canteen board or Wim can walk up to you on your barday and ask to show the IVA certificates of those behind the bar. If you cannot show these, you will get a warning. If this happens again, financial consequences will follow.

Barteam booklet

Ensure you are aware of the contents of the *I’m barteam, now what?* booklet. It contains all information for barteams during the day.

Calamities

Evacuation volunteers (ontruimingsvrijwilligers)

Your association is required to have two evacuation volunteers (ontruimingsvrijwilligers) from 20:00 onwards behind the bar. These are members of your barteam who wear a special blue band with “ontruimingsvrijwilliger” on it. These evacuation volunteers should have watched the instructional video at the Sports Centre's servicedesk. They do **not** need to have a BHV/ERO certificate.

These evacuation volunteers are responsible for getting everyone to leave the sports canteen in case of an emergency.

Evacuation alarm (slow whoop)

What to do:

1. Turn off the fryer and griddle
2. Ensure all guests leave the canteen
3. Leave the building
4. Gather at the gathering point in the Bastille Atrium

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 Sport Centre Service Desk employee can be called in (053-489 8001), and they will determine whether security is called.
Note that calling out for security is a last resort and should not be done by the barteam.