

bartender certification

workbook





2018 student edition

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THEORY &
PRACTICAL TEST

Evolution of TIB



Opened summer of 2002 in our original King West Adelaide Street location. Moved to our current location here in Toronto's historic Distillery District. Over 65,000 students trained, making TIB Toronto's leading bartender training school. Consultants to brands and bars both big and small, and from coast to coast.



Opened during TIB's 10 year Anniversary in 2012 in our original King West Adelaide Street location, SpiritHouse was Toronto's first "Spirit Bar" with a fresh and innovative cocktail program matched by few. Widely known as the home of Toronto's best Old Fashioned and birthplace of our team building cocktail workshops.

Evolution of TIB/SpiritHouse



From inception in 2017 to launch in 2018, Founder's Original is Ontario's first LCBO listed brand to bring true craft cocktails to the masses. Look out for our Barrel-Aged Old Fashioned, Seville Orange Bourbon Sour, and Lemon & Thyme Vodka Fizz in LCBO stores across Ontario.



what we offer



Industry Training

Bartender Certification
Smart Serve Certification
Wine Council of Ontario Certification



Cocktail Workshops

Team Building Events
Bachelorette/
Bachelor Parties
Private Bookings



Tutored Tastings

Whisk(e)y/Spirit Tastings
Cocktail Flights
Brand Launches





Bar Store

Shaker & Mixing Sets
Wine & Beer Openers
Bitters & Ice Sphere/ King
Cube Moulds

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01

INTRODUCTION

the industry

The hospitality industry in Ontario consists of about 20,000 licensed establishments, employing over 100,000 bartenders and servers, with 50,000 of them in Toronto/GTA alone. Among the many benefits of working in the industry are:



MONEY

An average bartender can make anywhere from \$125 to \$500 a night, depending on the establishment. This is the key motivating factor as to why so many people get into this business.



SUPPLEMENTED INCOME

Even though you are kissing every weekend goodbye, bartending is a great way to interact with others while supplementing your income. Rather than spending money to interact, you're earning it.



FRIENDS

You can make new friends through staff or guests. You may also open doors to other opportunities through these interactions.



FUN

Although you are there to work, you are in an atmosphere where others are having a good time.



FREEDOM

You may be able to move shifts around to accommodate your personal schedule.



A CAREER

There are a lot of opportunities out there for both management and ownership if you choose to make it your career path.

Hi, I'm 刘德强
What can I
do for u?

bartenders role & responsibility

Bartending is more than simply serving drinks and opening beer bottles. It is the culmination of many things, all done together to give guests a memorable experience. In the hospitality industry, paying patrons of restaurants, bars, clubs, and lounges, are referred to as guests rather than customers. Here are a few key points to give guests a memorable experience in your establishment:



→ "May I ..."

ETTIQUETTE

Practicing good manners and politeness go a long way with guests and fellow staff members.



→ guest facing - presentable
representing your work place
dressing to your dress code

APPEARANCE

The way you present yourself every day reflects both on you as a person, as well as the establishment you represent.



→ being consistence - ~~size~~

SERVICE & HOSPITALITY

This industry is all about service. You must be willing to make that extra step to deliver top notch service to each and every guest that walks into your establishment.

↑↑ cocktail recipe
Liquor.com
learning website



→ changing per season/location
Tequila
margarine → Summer
↳ see seasonal trends
↳ see seasonal trends

INDUSTRY INFORMATION

What is happening in the world of cocktails, wine, beer and spirits in your city and around the world.



→ write at good mood 😊

THE LIFE OF THE PARTY

The bartender has always been known as the life of the party. You have to maintain an exciting atmosphere and keep the guests entertained so they will always come back.



→ knowing what are you selling
explain the recipes to
your guests

PRODUCT & RECIPE KNOWLEDGE

Knowing drink recipes, and the products that make up those recipes, will help you become more efficient and give you increased credibility to both your guests and employers.



PREPARATION & PRESENTATION

Knowing how to prepare each cocktail, and pour every beer and wine correctly will have an impact on your credibility; sometimes it's not what is in the glass, but how it's prepared and presented.

will be on exam

What is mixology?

Mixology is the study of the art of mixing drinks. Therefore, a mixologist is a person that studies how to create cocktails and therefore knows more about them than other bartenders behind the bar. You can compare a mixologist to a bar chef. All mixologists are bartenders, but not all bartenders are mixologists.



What is flair?

Flair is showmanship added to bartending that enhances the overall guest experience. The idea is to entertain guests while making cocktails with the manipulation of bar tools and liquor bottles. There are three different styles of flair: exhibition flair, working flair, and craft flair.



bar tools



Bar Spoon

A long-handled cocktail spoon is a necessity for any bar. The standard cocktail spoon is long with a twisted stem that is invaluable for stirring drinks in a mixing glass.

→ measuring Ingredients

can see Ingredients

→ personal preference

Hawthorn Strainer

This stainless steel wire strainer is made to quickly and efficiently strain your cocktails and leave them free of ice and fruit.

fresh ice
↓
quality situation

on top of tin hold ice when pour



Boston Shaker

The choice of most professional bartenders these days. There are two styles:

- A large shaker tin and a pint glass that could be used as a mixing glass
- A large shaker tin and a small tin often called a cheater tin.

Bar Blade/ Speed Opener

Bar blades are fancy beer bottle openers. They are slim and can be taken in and out of a pocket or holster much faster than a regular opener.





Ice Scoop

Used to scoop ice for your drinks.

Fine Strainer

→ for shaking cocktail only.

This strainer is designed to remove smaller particles of ice, fruit and herbs while straining cocktails.

add it over the glass. ensure the smooth cocktail.



less common

Julep Strainer

This is the original strainer that fits perfect over a mixing glass.



measuring tool

Jigger

A Jigger is a small tool that is used to measure the amount of alcohol and other ingredients that are added to a cocktail.



→ 2 O.C.

→ 1.5 O.C.

Muddler

Used to press or crush fruits, herbs, and spices.



Don't throw the bottle cap.

Pour Spouts

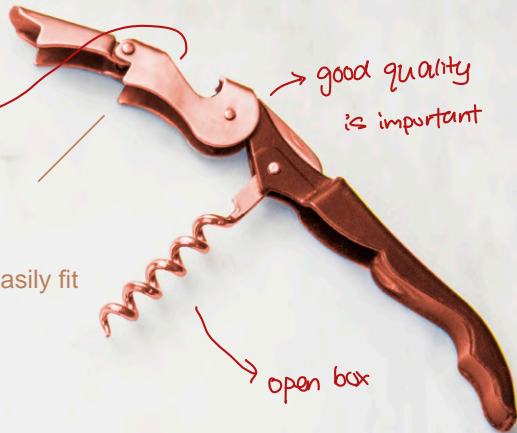
The main benefit of the pour spout is that it streamlines the flow of liquid coming out of the bottle, helping to avoid spills and splashes.



→ clear it regularly

Wine Opener

Any efficient wine opener that can easily fit in your pocket.



for beer

good quality is important

open box



old fashion
orange peel

Peeler

Used to peel citrus zest to garnish cocktails.

Hand citrus press

This tool is used to squeeze fresh citrus juice on the spot without using an electric juicer.



Rimmer

This tool is used to rim glassware and has three compartments for sugar, salt, and citrus juice.

↗ dipping glass for salt / sugar



Mixing Glass (Yarai Style)

A wider based mixing glass dedicated to the stirring of cocktails. This style of mixing glass allows for more surface ice area at the bottom of the glass.

Ice Mold

Ice molds allow the bartender to create specialty ice. Common varieties of molds include king cubes and ice spheres.



glassware

HOW TO HANDLE GLASSWARE BEHIND THE BAR:

- Use proper glassware for every drink. ↳ *consistence for drink*
- Use clean and polished glassware.
- Make sure the glassware has no chips or cracks.
↳ *no ice.*
- Always chill stemware to serve cocktail straight up. ↳ *pick for dishwash. need to add down first (ex. put ice inside and wait)*
- Always hold glassware by its bottom.
↳ *finger print. dirtyness*



↳ *pick for dishwash. need to add down first (ex. put ice inside and wait)*

room temp also important for drink.





Champagne flute

Used to serve sparkling wine and cocktails.

Collins

Used for mix drinks and carbonated cocktails.
Example: Dark & Stormy, Tom Collins.

→ soda water
→ ginger beer

Highball

→ mix drink

Similar to a Collins glass but not as tall and slim.



↙ could use as same (depend on bar) →

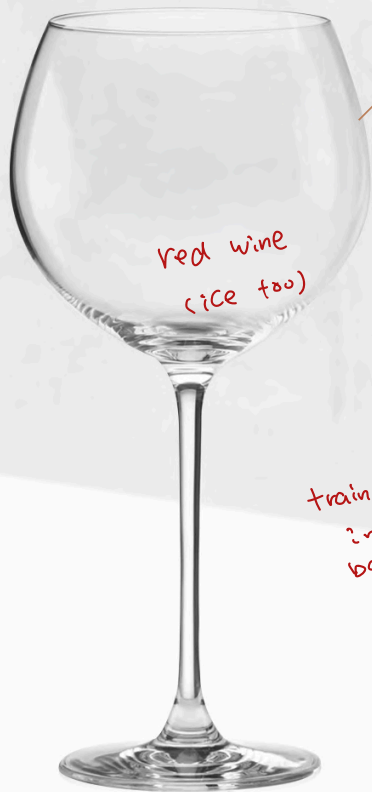
Rocks / Old fashioned

Used for serving spirits like whisk(e)y neat or on the rocks, and a variety of different cocktails.



Red & White Wine

Used to serve red and white wine, but also could be used for sangrias, gin & tonics, and some exotic cocktails.



training
in
bar



blueberry tea (???)

Brandy Snifter → for hot drink too

Used to serve cognac and other aged brandy.



Shot

Used to serve spirits (vodka, tequila, etc.) and cocktail shooters.



Cocktail / Martini (Dad)

Used to serve shaken and stirred cocktails without ice, such as a Dry Martini or a Cosmopolitan. This glass should always be chilled.



Let's

chill
tonight

Coupe (Mom)

This vintage glass could be used as an alternative to a Martini Glass to serve cocktails straight up.



Then,
baby born

Nick & Nora (Baby)

This glass is somewhere between a Coupe and a Martini Glass that used to serve smaller cocktails straight up.



Beer Pint

Used to serve beer, stir, and shake cocktails.



glass

thick

Mule Cup

This copper mug is a trademark for Moscow Mule Cocktail.
There are many different shapes of this mug out there.



keep drink
cold at
← summer
time

Julep Cup

This is a signature mug for Whiskey Julep cocktail.

→ not in exam



ice

HOW TO HANDLE ICE BEHIND THE BAR:

- Use an ice coop or tongs to fill up your glassware, tins, and mixing glasses—never use your hands.
- Use proper ice for every drink.
- Use a lot of ice to shake, stir, and serve drinks unless specified differently by the guest.
- Use fresh ice and make sure it is the best quality possible.
- If you break a glass into an ice well, melt all the ice, remove all the broken pieces and refill the well with fresh ice.





Crushed Ice

*good for
bubble tea too!*

Crushed ice is typically used in juleps, tiki cocktails, and other summer drinks. This ice is perfect when you need extra dilution in your drinks.

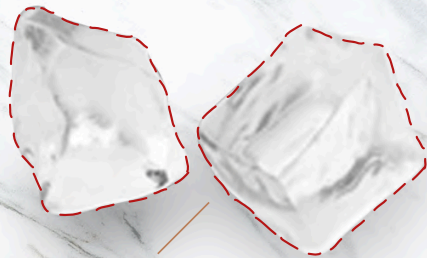
Kold Draft Ice (One-by-One Inch)

This is the best ice for making cocktails. It is harder and melts slower than the regular ice cubes, so it lasts longer in a well and doesn't break while shaken. The downside of this ice is that the cold draft machines are very expensive and not every bar can afford them.



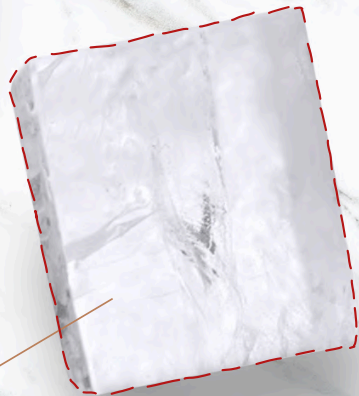
Sphere

Ice spheres melt at an even slower rate than king cubes because they don't have corners. An ice sphere would be the ice of choice for the popular Old Fashioned cocktail.



Regular Cubes

This is the typical ice you see in most bars. It is made by affordable commercial ice machines and used to shake, stir, and serve drinks. The downside of this kind of ice is that it is not very hard and is easily broken while shaking, which leads to dilution of the cocktail.



King Cube (Two-by-Two Inch)

(larger)

Large cubes melt slower than one-inch cubes, reducing the amount of dilution in a drink while also looking impressive.

opening the bar

Every bar has a unique list of opening and closing duties. The list below will cover the most common opening duties to help you get **GUEST READY** for your first opening shift.

Opening duties:

- Floors - Layout mats, garbage bins.
- Systems - Set beer drip trays and open beer lines, CO2 tanks, wine taps.
- Bar Top - Set up spill mats, bar tools, straw, napkin holder, dry garnish, etc.
- Stocking - Fridges (bottled beer, sodas, tonics) glassware, etc.
- Set up bar station - mixers, syrups, juices, fresh garnish, ice, etc.



running the bar

*Untrained
must have food
available*

Once the bar is up and running, there are continuous duties that need to be executed. Here are some common ones:

Running duties:

- Bar Top - Refill ice, bar rail, garnish, straws, napkins, etc.
- Cleanliness - Keep bar top clean and guest ready at all times.
- Menus - Keep menus stocked and cleaned behind the bar. Don't forget about food menu and side plates/cutlery. Guest will eat as well.
- Bottle Display - Clean bottles and shelves. Arrange neatly as per spec
- Teamwork Practices - Help others when you're not busy.



closing the bar

Towards the tail end of your busy shift, it's time to start thinking about closing duties. Here are some things to think about:

Closing duties:

- Pre-close - Place all perishable ingredients back into the fridge and break down any wells that are not being used in the last hour.
- Cleanliness - Run all the bar tools and spill mats through the washer.
- Wells - Melt all unused ice with hot water.
- Surfaces - Wipe down all surfaces including the bar station, bottles, speed rail, bar top, beer tabs.
- Preserve - Place plastic wrap over all spouts, beer taps, and sinks drains from fruit flies.



preparation methods & techniques

P1: writing Exam: 40 Q + 50

(1hr)

(all multiple choice)

5 Bounce about Company



BUILD

Exam (1-3)

When building a cocktail, the ingredients are poured into the glass in which the cocktail will be served. All simple mix-drinks are made this way.

- Fill up a glass with ice.
- Pour alcoholic ingredients (spirits, amari, liqueurs).
- Top up with non-alcoholic ingredients (soda, tonic, juice, etc.).
- Stir if needed.
- Garnish and serve.

P2: Practical Exam

make 6 cocktails.
(from total of 9)

3 Group

① Moscow mule

Cosmopolitan

negroni

② dark & stormy

margarita

old fashioned

③ manhattan
whiskey sour

Casasha → Balize 巴西



STIR

75% for passing
(cannot get more than 10 Q wrong)

- Basic definition

Stirring is used to dilute and chill cocktails that contain only alcoholic ingredients. Stirring, in a way, is a slow shaking. The result will be a clear and smooth drink with a silky texture

- Pour all ingredients into a mixing glass.
- Add ice and stir for about 30 seconds using a bar spoon.
- Strain the cocktail into a serving glass.
- Garnish and serve.

the last word → will on written
paper plane era

gin & tonic



SHAKE

Shaking is used on cocktails that are made using eggs, cream, juices, syrups, or other ingredients that are hard to mix together. Shaking should take about 10 to 15 seconds to create a well-aerated cocktail. When you shake a drink with ice, it will trap air bubbles inside the liquid. As a result, you get a light and refreshing cocktail.

- Fill up a large shaker tin with $\frac{3}{4}$ ice and place a smaller tin on top of it.
- Add all ingredients starting with the cheapest one.
- Strain the dilution (water) from the large tin using the bottom of the small tin or a strainer.
- Transfer all ingredients from the small tin to the large one, close the shaker with a tap and shake for 10 to 15 seconds or until condensation forms on the surface of the shaker.
- Tap the larger tin where it connects with a smaller tin to open it.
- Strain the drink into a serving glass.
- Garnish and serve.



BLEND

很少会用到

The blending technique is more popular during the summer season when making exotic and fruity cocktails. It creates very cold drinks with a thick texture that are perfect for a hot summer day.

- Pour all ingredients into a blender and add ice, measuring with a serving glass.
- Blend for 5-10 seconds and pour it into a glass.
- Garnish and serve.



ROLL

一不用到
不用担心

Rolling is a technique that is getting more and more popular. It is used to make cocktails like the Caesar when you don't want to add extra dilution and aeration. It's a cross between shaking and stirring.

- Using a strainer, transfer all ingredients from one tin or glass that has ice to another tin or glass that is empty.
- Roll the costal 5 to 6 times and pour it into a serving glass.
- Garnish and serve.

Note: In a shortcut version, you can transfer all ingredients with ice from one glass to another two times and serve it.



LAYER

Layering is used to make layered shooters/shots and to make a float for shaken and stirred cocktails. All ingredients have a different density, so it is important to know which one to pour first so that they don't mix.

- Pour the heaviest/sweetest ingredient in a shot glass first.
- Turn the bar spoon upside down and bring it close to the top of the liquid.
- Pour the second ingredient very slowly over the spoon to create a layer.
- Repeat with the rest of ingredients.



捣 Muddle
酒精 liquor.

MUDDLE

Muddling is used to extract flavours from fresh ingredients like citrus, berries, herbs, etc. It is important to double strain the shaking cocktail with muddled ingredients to strain out all small pieces of fruit.

- Place the ingredients that need to be muddled into a tin or a glass.
- Muddle them with a wider part of a muddler 4–5 times to crush and extract flavour. Make sure not to over muddle mint, because it can turn bitter.
- Add ice and the rest of the ingredients and finish making the cocktail.



RIM

Rimming is used to create a sugar/salt/other rim on top of the glass. It improves the flavour profile of the cocktail and its presentation.

- Dip the top of the glass into lemon or lime juice or use a lime/lemon wedge to wet the rim of the glass.
- Dip the wet rim of the glass into whatever you're rimming the glass with.

jigger vs. free pour

Both techniques are equally important to master for any bartender. They could be used for different cocktails and different establishments. Here are the advantages of both techniques:



JIGGER

- Helps to make drinks consistent.
- Gives you confidence when measuring expensive spirits.
- Shows guests that they will have the exact amount of alcohol they ordered.
- Looks good and helps a bartender to create an elegant style.

more fancy

high volume

VS



FREE POURING

- Speed and efficiency.
- Ability to pour with two hands at the same time.
- Flair and style.
- Accuracy.

faster

02

SPIRIT KNOWLEDGE

classifications of alcohol

FERMENTED ALCOHOL & FERMENTATION *科學反應*.

WHAT IS AN ALCOHOLIC BEVERAGE?:

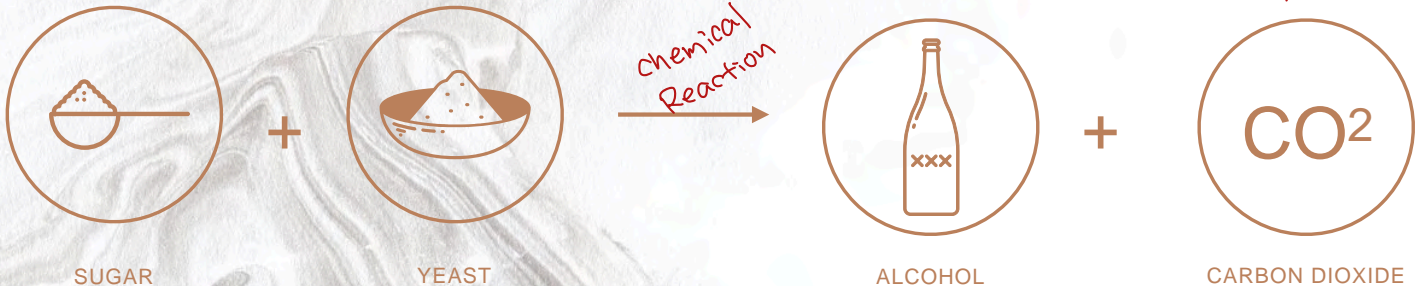
It is simply any drink that contains ethanol/ethyl alcohol. All alcoholic beverages like wine, beer, and spirits start with a process called fermentation.

Brain

FERMENTATION

The process in which yeast breaks down sugar into alcohol and carbon dioxide.

FORMULA:



FERMENTED ALCOHOL

The oldest form of alcohol and is the basis of all alcohol on the planet.

First discovered in China 7000 years ago, this early rice wine was produced by fermenting rice, honey, and fruit. The most popular fermented beverages in the world are beer, cider, and wine.

classifications of alcohol

FERMENTED ALCOHOL & FERMENTATION

→ vodka, gin (高度)

蒸馏

DISTILLED ALCOHOL AND DISTILLATION

The distillation process is extremely young compared to fermentation; distilled alcohol first came into existence around approximately the 12th century, when the art of distillation was introduced to the European continent from the Arabic world.

DISTILLATION

Distillation relies on ethanol having a lower boiling point than water. When the fermented drink is heated the ethanol evaporates at 78.5 degrees and the water is left behind (water boils or evaporates at 100 degrees). The ethanol gas is caught and cooled, so it condenses into a stronger concentration of ethanol liquid.

酒精

pot still vs. column still

POT STILL

Pot still is one of the earliest devices developed to distill alcohol. A pot still is a relatively simple device that is often made out of copper. ~~All~~ that's necessary is to heat the mash in it and, once heated, the alcohol vapours rise and are trapped into a separate chamber where they are cooled and condensed back down into a liquid, leaving you with distilled alcohol of 30-40 % ABV. The industry standard is two to three distillations, with final product at 60-70 %ABV. Whisk(e)y and cognac are made using a pot still.

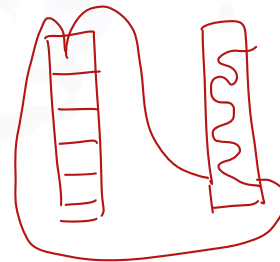
区别

词性
易懂

VS

COLUMN STILL

Unlike pot stills, a column still is designed to create higher proof (95 % Abv) with little to no flavour alcohol. A column still is like a lot of pot stills assembled together, which means it can make multiple distillations in a single run. This is how vodka and white rum are distilled and diluted to be safe for human consumption.



two points

compounded alcohol:

absorb flavours ↪

Distilled beverages with added flavourings and relatively high sugar content are generally referred to as compound beverages. Compounded alcohol is made using a technique called cold compounding (or maceration). It is a process that involves steeping different botanicals, fruit, and/or herbs in neutral grain spirit for a few days to a few weeks. Then alcohol is filtered out and sometimes sweetened before bottling.

HISTORY:

Compounded alcohol has been around as long as fermented and distilled alcohol has been produced, as in many early cases the alcohol produced was harsh and crude, and needed the addition of flavours to make them palatable.

EXAMPLES:

- Liqueurs
- Amaros
- Compound Gin

vodka

Vodka is an alcoholic beverage, traditionally distilled with a column still from fermented grains or potatoes. Nowadays, vodka could also be made from fruits and other non-traditional ingredients. The word Vodka is derived from the Slavic word Voda, meaning water.

HISTORY:

It is hard to define a precise date of the beginning of vodka manufacturing because of the lack of written resources. However, we know vodka originated somewhere in Eastern Europe. The first production of vodka was probably in Poland in the 8th century or in Russia dating back to the 9th century based on various sources. However, nowadays, vodka can be made anywhere in the world. *no region specific*

SERVING:

Chilled in a shot glass with a slice of lemon (optional).

STYLES:

Eastern and Western-style vodkas can both be made anywhere in the world, regardless of its geographical location. So what's the difference?

Eastern: Eastern style vodkas are known to have a bigger body and more flavour of raw materials. Examples: Absolut, Stol, Tito's.

Western: Western style vodkas are more about the premium packaging and the lifestyle. They usually taste very clean and light compared to Eastern style vodkas. Examples: Grey Goose, Ketel One, Belvedere.

Flavoured: Flavoured vodkas are usually infused with additional flavours like fruits, herbs, and spices. Examples: Absolut Citron, Żubrówka (bison grass infused vodka).

Western Vodka



Eastern Vodka



gin

A clear alcoholic spirit distilled from grain or malt and flavoured with juniper berries and other botanicals. In other words, gin is essentially flavoured vodka.

any organic material use in alcohol makin

HISTORY:

Gin was created by Dr. Franciscus Sylvius, a Dutch chemist, in the 16th century. His original intention was to make an elixir that would cleanse the blood of those suffering from kidney disorders. Sylvius named his creation *genièvre*, French for juniper. The English discovered gin when they were fighting the Thirty Years' War in the 17th century in Holland and saw Dutch soldiers drinking Jenever to boost morale before heading into battle. The term "Dutch Courage" was born, and the English brought the idea of gin back home with them.

荷兰

Example

STYLES:

based on name of the style.

*London Dry Gin: Best-known and most widely produced style of gin in the world today. It is a very dry and juniper-forward gin. Even though a majority of the London Dry Gins come from England, it can be made anywhere in the world.

Plymouth Gin: Not as dry and juniper-forward as London Dry Gin. It is slightly fruity and very aromatic. This style of gin originated in the port of Plymouth on the English Channel. Only one distillery, the Blackfriars Distillery (formally Coates & Co.), located in Plymouth, has the right to produce Plymouth Gin today, making it both a style and a brand name.

Old Tom Gin: A sweeter version of London Dry Gin. Simple syrup is used to distinguish this older style of gin from its contemporaries, and many include notes of citrus. Old Tom was the original gin used for the popular Tom Collins.

Genever: This is the original style of gin, predating and inspiring all other gins. It is made from malted grain and tastes like a hybrid of gin and whisky.

two or three weeks (making period)

New Western Dry Gin: These gins tend to put less emphasis on juniper and more emphasis on other aromatics like floral botanicals, citrus, or, as is the case with Hendrick's, cucumber and rose. Examples include Hendrick's Gin, Beefeater London Dry Gin, Tanqueray Dry Gin, Bombay Sapphire Gin, The Botanist Islay Dry Gin, Dillon's Small Batch Gin.

How to Taste Spirits

LOOK

The Colour: Spirits are usually either clear or brownish. Clear spirits are usually unaged while darker spirits have a range of colours. Lighter colour doesn't always mean less flavour, because caramel colouring can be added to some spirits to correct the colour. Different woods, used in ageing, will impart different colours and flavours.

The Legs: Swirl the spirit around the glass, coating its sides thoroughly. Then wait and watch as the liquid runs back down the side of the glass, or what's known as the 'legs' of the spirit. If the 'legs' are thin and run quickly, then it may be a younger or lighter spirit. If the 'legs' are slow and thick, then it may be a heavier or older spirit.

SMELL

The Glass: The most appropriate glass to showcase a spirit and allow you to enjoy the full experience is a tulip-shaped glass. With a wide bottom and narrower rim, the glass concentrates the aromas at the top, pleasantly entering your nose as one bouquet.

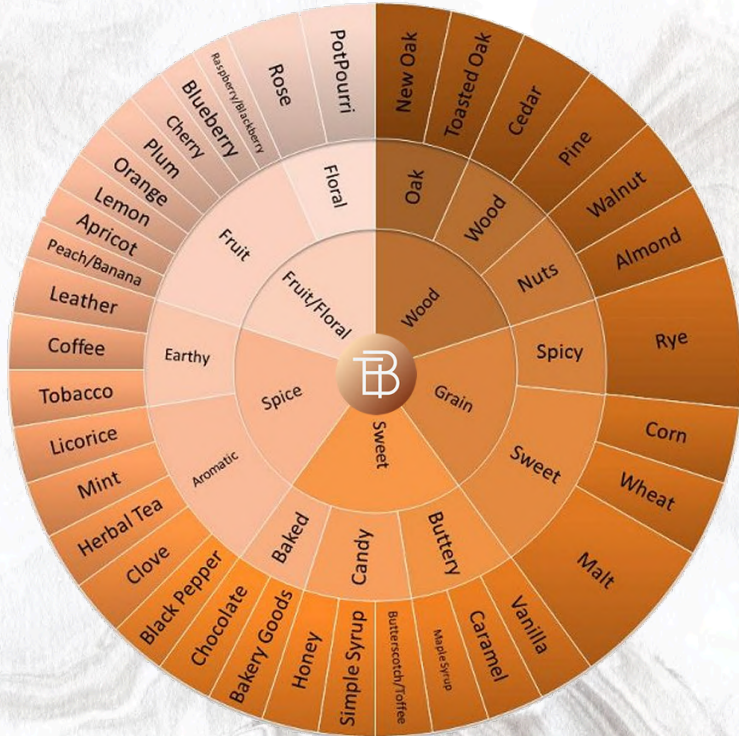
The Aroma: Eighty percent of taste is smell. This is why nosing is so important to tasting. Hold your glass at 45-degree angle and slowly bring it back and forth to your nose three to four times, or more if needed. Avoid burying your nose in the glass on the first pass. The first nosing will help to clear the nasal passage and adapt it to ethanol. The second and third nosing will help to pass the smell of alcohol and start picking up aromas and flavours of the spirit.

TASTE

The First Sip: For the first sip, nose the spirit a final time and hold in your breath. Sip slowly and allow the spirit to lie on your tongue a few seconds while keeping your mouth closed. Roll or chew the spirit around so that it comes into contact with all your taste buds. Finally, swallow and exhale through your nose. This technique helps your palate to adapt to ethanol faster and taste more flavours with the first sip. Now drink as you would normally would.

The Open Up: Add a few drops of water if the ABV. (Alcohol by Volume) is high or if it tastes strong. This "opens up" the spirit by lowering the alcohol content, and releases the flavours and aromas to make it more palatable for you to enjoy. This practice is common in "Cask Strength" Whiskies, as they range upwards to 60% ABV. or more.

Flavour Wheels



rum

Rum is an alcoholic spirit made from **sugarcane by-products** such as **molasses**, or **directly from sugarcane juice**, by process of **fermentation and distillation**. The distillate, a **clear liquid**, is then usually **aged in oak barrels**.

HISTORY:

The true history of rum is clouded, but most likely the first distillation of rum took place on the sugarcane plantations of the Caribbean in the 17th century. Plantation slaves first discovered that molasses, a byproduct of the sugar refining process, could be fermented into alcohol. They were called "kill-devil" or "rum-bullion" and by 1667 were simply called rum. Even though the majority of the world's rum production occurs in the Caribbean and Latin America, rum is distilled in more than 80 countries.

SERVING:

Younger rums, usually used in cocktails, and premium-aged rums should be served neat at room temperature in an ISO glass.

STYLES:

Light Rum: Light-bodied rum is sometimes referred to as white or silver rum. It is usually distilled using a column still and is a very subtle spirit, much like vodka.

Gold/Amber Rum: Medium-bodied rums are often aged in oak casks, which also contribute to their dark, smooth characteristics. However, caramel could be added to achieve a golden colour.

Dark/Black Rum: These are full-bodied rums that receive their flavour from ageing in charred oak casks. The black rums retain much of this rich molasses and caramel flavour and are sometimes coloured with burnt caramel to achieve consistently dark hues.

Premium Aged Rum: Many fine types of rum are aged in oak barrels for years to achieve a superior flavour profile. The interaction of spirit and wood has a positive effect on the smoothness, the richness, and the subtle flavours of the rum.

Overproof Rum: Overproof or high-proof rum is often used in flaming cocktails or as a float. This potent rum is often 75% ABV and can be as dangerous to drink if it is not diluted in some way.

Bom:

* **Cachaça:** The Brazilian rum known as cachaça differs from others because it skips the molasses and instead uses pure sugar cane juice in the distillation process. By law, cachaça must be produced in Brazil.

Rhum Agricole: Similar to cachaça, rhum agricole is also distilled from pure sugar cane juice. While rum generally does not have tight regulations on its production, rhum agricole is an exception. It must be produced in the French territories, most commonly the island of Martinique.

Spiced Rum: Flavouring rum by adding spices and aromatics during distillation became popular in the later part of the 20th century.



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BERMUDA SINCE 1806

SAILOR JERRY®

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APPLETON ESTATE
RUM
CRAFTED IN THE HEART OF JAMAICA

EL DORADO
DEMERARA RUM
3
CASK AGED YEARS

03

SPIRIT KNOWLEDGE

tequila & mezcal

Tequila is a distilled spirit from Mexico made from the cooked and fermented juice of the blue agave. Just like how Champagne or Cognac in France must be made there to be qualified for their names, tequila can only be called tequila if it is produced and bottled in Mexico in the state of Jalisco and few more limited regions.

WHAT IS AGAVE?

The blue agave plant resembles a cactus but is actually a member of the lily family. An agave plant can take 6-12 years to mature. At the heart of the Blue Agave is the "pina" which produces the "aguamiel" or "honey water" that is the source of tequila. Agaves planted in the highlands generally have a higher sugar content and mature more slowly than those planted in the lowlands due to the lower temperatures. It leads to highland tequila taste fruitier and more flora than lowland tequila.

HISTORY:

As early as the 16th century, Aztec tribes were already experimenting with agave spirits. The most common was known as *pulque*, a fermented, rather than distilled, cousin of tequila. It is believed that the development from pulque to tequila began with Spanish conquistadors, who began distilling pulque into more potent liquor after they ran out of brandy. They called it mezcal, which means cooked agave. The name tequila came about later when producers of mezcal from Jalisco state wanted to distinguish their mezcal from the rest. They named it after the small town called Tequila, located in the state of Jalisco.

tequila & mezcal con'td

CATEGORIES:

- **100% Blue Agave Tequila:** The best tequila on the market is always made from **100% blue agave**.
- **Mixto Tequila:** Contains a minimum of **51% Blue Agave**, and the **remaining 49%** from other sugars (typically cane sugars).
cheaper
- **Mezcal:** All tequilas are mezcals, but **not all mezcals are tequilas**.

Exam: → Q about all 3

Here are the main differences between the two:

1. Tequila and mezcal are produced in **different** states of **Mexico**. Tequila can **only** be produced in the state of **Jalisco** and in small parts of **four** other states. Mezcal is made mainly in **Oaxaca**, but can be made almost anywhere in **Mexico**.
2. Tequila can only be made, by law, with one variety of agave: the **Blue Agave**. Mezcal can be made with upwards of 30 varieties of agave, though most are made with the Agave Espadin.
3. Mezcal traditionally has a **unique, smoky flavour and a bigger body** that makes it fairly easy to distinguish from tequila. The reason for this is the different production method from Tequila, which is more **artisanal and involves roasting agave heads over hot rocks underground**.

STYLES:

for most cocktail recipe (most available & cheap)

Blanco: Also known as silver or white tequila is the youngest, is clear, and is bottled within 60 days of distillation.

Gold or Joven: Uses white tequila or 100% agave tequila mixed with **caramel** or **matured tequila** to intensify the character.

Reposado: Matured for **2 to 12 months** in white oak barrels or vats.

Anejo: Matured for **more than one year** in barrels. *aging*

Extra Anejo: Ultra aged tequila kept in barrels for **at least 3 years**.

less common taste different than in cocktail

good in coffee

should specify in the bottle

SERVING:

Blanco and reposado: Usually served in a **shot glass** at room temperature (lime and salt optional)

Anejo and extra anejo: Usually served in an ISO glass, neat, at room temperature.

Jose Cuervo

Cheap (Mixto)

Sauza
TEQUILA



typical

TEQUILA
CAZADORES

tall bottle

el Jimador
TEQUILA

consider better quality

1942
Don Julio

TEQUILA

TEQUILA
PATRÓN.



milagro
Tequila



EL ESPOLÓN



Mexcal
Clase Azul
DURANGO

whisk(e)y *→ big section in Exam*

Whisky or whiskey is a type of distilled alcoholic beverage made from **fermented grain mash**, which could be **malted** or **unmalted**. The most common varieties are barley, corn, rye, and wheat. Whisky is typically aged in wooden casks, generally made of charred white oak.

HISTORY:

The term whisk(e)y comes from the Gaelic language and means “water of life.” Whisk(e)y was originally used as a medicine as an internal and external antibiotic.

Distilling techniques were brought to Ireland and Scotland sometime between the years 1100 and 1300 by monks. Since wine was not easily obtained in **Ireland and Scotland**, barley beer was distilled into liquor which became whisky.

scotch whisk(e)y

→ according to the law.
has to be aged for
~~3~~ years to call — whisky

- Has to be made in **Scotland** and aged for **minimum three years** in **oak casks**.
- Be made of **only water** and **malted barley**, plus other **cereal grains** (optional).
- Some Scotch whisky distilleries use peat fires to dry malted barley. This gives the whiskies a distinctive smoky flavour, often called "**peatiness**."
- **Peat** is a mixture of more or less decomposed plant material that has accumulated in a **water-saturated environment** and in the **absence of oxygen**.
- There are **six whisky regions** in Scotland: Lowlands, Speyside, Highlands, Campbeltown, Islay, Islands.

Exam:
know definition

STYLES:

There are **two** main categories of Scotch whisky:

Single Malt Scotch Whisky: A Scotch Whisky distilled at a single distillery from water and malted barley without the addition of any other cereals. It is usually distilled two times in pot stills.

Blended Scotch Whisky: It is a **blend** of different single malt and grain scotch whiskies.

Exam



~~BLENDED:~~



JOHNNIE WALKER.

Ballantine's



CHIVAS REGAL

AGED 25 YEARS

~~SINGLE MALT.~~

more 贵

THE
GLENLIVET.



Glenfiddich.

BOWMORE®
— Est. 1779 —

ISLAY SINGLE MALT
SCOTCH WHISKY



ABERLOUR®

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LAGAVULIN™
ISLAY SINGLE MALT SCOTCH WHISKY

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The
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HIGHLAND SINGLE MALT
SCOTCH WHISKY

AUCHENTOSHAN®
DISTILLED DIFFERENT

irish whiskey

- Has to be made in Ireland and aged for minimum three years in oak casks.

Exam

- It is often triple distilled, which leads to a softer and smoother finish compared to Scotch that is usually distilled two times
- Must include malted barley and may include other unmalted cereal grains.

STYLES:

not in Exam

Single Malt Irish Whiskey: Similar to single malt Scotch Whisky, it is produced from only malted barley at a single distillery, but unlike scotch, it is usually distilled three times in copper pot stills.

Single Pot Still Whiskey: It is the only style of whiskey that is exclusively made in Ireland. Pot still whiskey uses a mix of malted and unmalted barley. This mixed mash bill gives the whiskey a distinctive spiciness known as "pot still character."

Blended Irish Whiskey: It is a blend of different single malt, pot still, and grain whiskeys.

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IRISH WHISKEY



IRISH WHISKEY



**WRITERS'
TEARS**

COPPER POT



SINGLE POT STILL
IRISH WHISKEY

american bourbon whiskey

- Bourbon whiskey has been produced in America (Kentucky) since the later 18th century.
- Bourbon is a sour mash whiskey, which means mash from the older batch is reused to start fermentation in the new batch.
- Bourbon whisk(e)y is one of the most heavily regulated alcohols in the world.
- Bourbon must be made of a grain mixture that is at least **51% corn**. The rest of the grains in a mash are usually rye, wheat, and barley. *Exam:*
- Bourbon must be distilled to no more than 80% ABV.
- Bourbon must be aged in **new charred oak barrels**. *Exam:* → use only 1 or 2. and sell to others. ↕
- It must go into the barrel at no more than 62.5% ABV and be bottled at a minimum of 40% ABV. → add water to it, will bring ABV ↘
- ✗ Straight bourbon must be aged at least two years. If it is aged less than four years, the bottle must carry an age statement. The corollary to this is, if a bourbon carries no age statement, it's aged at least four years.
- Straight bourbon may contain **no added colourings, flavoungs, or additional spirits**. *Exam:*
- If a straight bourbon carries an age statement, it carries the age of the youngest whiskey in the bottle. → label in the bottle

STYLES:

Traditional: This type of bourbon is made from 70% corn, 15% rye, and 15% barley. It is the **most common bourbon** you will find.

High-Rye: As the name implies, high-rye bourbon contains large amounts of rye, and tends to have a little more kick than traditional bourbon.

↓
spicy

High-Wheat: You guessed it, "high-wheat" means **more wheat** in the mash bill. This is the **"softest"** style of bourbon because it contains little to no rye.

↑
smooth

→ Jack Daniels

Tennessee Whiskey: This is simply straight bourbon made in Tennessee.

The difference between Tennessee and Bourbon is the Tennessee undergoes the

"Lincoln County Process," which is the filtration of the whiskey through

10 feet of sugar maple charcoal before being aged in oak barrels. For that reason,

many producers claim it has distinctive qualities from traditional bourbon, and refuse to call it by that name.

TRADITIONAL:



BOOKER'S.



**KNOB
CREEK®**



HIGH-RYE:

BASIL
HAYDEN'S®



BULLEIT.
BOURBON
FRONTIER WHISKEY



1792

HIGH-WHEAT (WHEATED):



OLD FITZGERALD

Old **RIP**
VAN WINKLE

softer

TENNESSEE:



GEORGE
Dickel.
TENNESSEE WHISKEY

american vs canadian rye whisk(e)y

AMERICAN RYE:

- It is similar to bourbon, but it's made from at least **51% rye** instead.
- In America, the production regulations on rye are almost **identical to bourbon**.
- As with bourbon, it must be aged **two years** before being called **"straight."**

SERVING:

- Good quality whiskies usually served neat in an ISO, Glencairn, or old fashioned glass. Ice and water are optional.

CANADIAN RYE:

- Gooderham & Worts in Toronto first commercially produced Canadian whisky back in 1857.
- Canadian whisky is whisky that by law must be mashed, distilled, and aged at **least three years** in Canada in a wooden barrel of **not greater than 700 L** capacity.
- Canadian whisky became extremely popular during US Prohibition and is now world-renowned for its high quality and smooth characteristics.

Exam:

- There is **no Canadian law** regulating what can be called **"rye."** Because of this, many Canadian ryes are made from a majority, or entirely, **corn mash bills**.
- Canadians refer to Canadian whisky as "rye," but most Canadian whisky today is made with very little rye → see label in the bottle

AMERICAN RYE: → at least 51% Rye.

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OFFICIAL COCKTAIL
OF NEW ORLEANS

RITTENHOUSE
Rye

PIKESVILLE
STRAIGHT RYE
WHISKEY

CANADIAN RYE:

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CANADIAN RYE WHISKY CANADIEN

*Canadian
Club*

LOT^{NO} 40™
CANADIAN WHISKY CANADIEN

Crown Royal

GOODERHAM & WORTS
FOUR GRAIN

Pike Creek™
CANADIAN WHISKY CANADIEN

brandy & cognac

Exam

Brandy is an alcoholic beverage, traditionally **distilled** with a **pot still** from **wine or fermented fruit juice**. It is often double distilled in a copper pot still and aged in oak casks.

HISTORY: *all history not in Exam*

By the 15th Century, Dutch wine merchants began removing the water from the wine so more liquid could be shipped at once and fewer taxes paid. Primitive stills were used to remove the water. The Dutch called this "burnt wine." They stored the "burnt wine" wooden casks and planned to add water back to it once it reached the destination. When the "burned wine" was opened after its long period in the wooden cask, it was found not to be wine at all – but a new spirit with a different colour, aroma, and taste. The "burnt wine" had become brandy.

← name come from

*wine → brandy (V)
brandy → wine (X) doesn't work*

STYLES:

Cognac: Cognac is one of the most famous types of brandy in the world and is named after the region in France that produces it. It is double distilled in pot stills using Ugni Blanc, Folle Blanche, and Colombard grapes, and aged in French oak. By law, you can't make cognac outside of Cognac.

Aging:

- VS (Very Special) – Aged for at least two years.
- VSOP (Very Special/Old Pale) – Aged for at least four years.
- XO (Extra Old) – Aged for at least six years.

Grappa: Grappa is an Italian brandy that is made from pomace—aka the skins, seeds and stems left over from winemaking. Grappa is a wonderful way to end a meal and usually served as a digestif.

→ more common use in bar

Pisco: Pisco is a colourless or yellowish-to-amber coloured brandy produced in winemaking regions of Peru and Chile. It is made by distilling fermented grape juice into a high-proof spirit. *(Pisco Sour)*

→ after dinner type

Calvados: Calvados is a delicious French brandy distilled from fresh apples. It must be aged in oak for a minimum of two years. *strong*

Eaux-de-Vie: Eaux-de-vie are brandies made with any fruit apart from grapes.

Translated as "water of life," most eaux-de-vie are bottled without ageing to preserve the integrity of the fruit character.

SERVING:

Aged grape brandies are usually served neat at room temperature in a brandy glass called snifter.

COGNAC:



CALVADOS:



GRAPPA:



PISCO:



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the art of customer service

Customer service is the process of ensuring customer satisfaction with a product or service. It is an integral part of running a successful hospitality business. No matter how fabulous your new restaurant or bar looks, or how delicious the food and drinks are, if the service isn't excellent, customers are not likely to return.

The background of the slide is a piece of marbled paper with a complex, organic pattern of swirling colors including shades of brown, tan, grey, and white. The pattern resembles natural stone or liquid marbling.

7 steps of service for bartenders

1

STEP ONE: GREET THE GUESTS WITHIN 60 SECONDS OF SITTING DOWN.

- If you can't get to your guest right away, make eye contact and smile at your guest.

always to introduce yourself:

- When approaching: Good Morning/Afternoon/ Evening ladies/gentlemen, How are you today? My name is AI, and I will be making your drinks tonight.
- Ask the Guest if they have been in your establishment before. If yes, welcome them back. If no, welcome them for the first time.
- Offer guests water. Ask if they would prefer tap or sparkling water.

welcome your guests back.

2

STEP TWO: MENU PRESENTATION & GUIDE

- *give your guest tour to the menu*
Present the menu to the guests and describe where everything is on the menu.

- Inform the Guest of the daily specials and make recommendations → most popular items
for some reason, always fresh
- Product knowledge is very important. You have to be able to answer any questions guest might have about the beverage or food menu.

3

STEP THREE: TAKE DRINKS & FOOD ORDER & DELIVER DRINKS WITHIN 3 MINUTES

- Make drinks in front of guests if possible. Guest often sit at the bar because they like to watch bartenders making their drinks.
- Be fast and efficient. Remember, should only take 3 minutes to make all the drinks.
- Bring side plates and cutlery if food was ordered.

4

STEP FOUR: QUALITY CHECK WITHIN TWO MINUTES

- Ask how the cocktail or wine tastes.
- How is your Dish _____?
- This step gives guests a chance to let you know if there is something wrong with food/ drinks or if they need something else.
- Offer to make additional rounds if their drink levels are below 50%.
- Repeat step 3 and 4 for every round.

5

STEP FIVE: BRING THE BILL WITHIN 60 SECONDS OF REQUEST

- The only reason you might be delayed is if someone is in front of you at the POS.
- Ask guests if they need a debit machine.

6

STEP SIX: RETURN WITH CHANGE WITHIN TWO MINUTES

- A guest should never have to wait once they have presented their payment.
- Never ask guests if they need change. It is rude, and chances are that they will think you're forcing them to tip you. As a result, they will tip less or not tip at all.

7

STEP SEVEN: FAREWELL CUSTOMER & WELCOME THEM BACK

This is one of the most important steps, and guests will notice if you miss it

- Give the guest a warm smile and sincere thank you.
- Make them feel like their presence was important and that they are cared for.
- You can say the following: Thanks for coming guest name/folks/guys. We really appreciate you coming in. It was great having you here. Get home safe. We hope to see you again.

04

PRACTICAL BAR TRAINING

garnishes

Old Fashion



Citrus Zest / Twist

Place the blade of a peeler on the short end of the fruit and cut under the zest from one end to the other.

Olives

Serve two olives on a skewer or a cocktail pick.

Martini



Lemon & Lime Wedge

Cut the lemon/lime in half lengthwise. Make a horizontal cut inside of both halves, and cut each half into 4 wedges for a lime, or 5 to 6 wedges for a lemon.

Manhattan



Maraschino & Amarena Cherries

Serve cherries on a skewer or a cocktail picks.

Half Wheel

It is simply a citrus wheel cut in half.



Lime, Lemon & Orange Wheel

Cut one end of the fruit off. Make a vertical cut to reach the middle of the fruit and slice it into 0.5cm slices.

Mule



Pineapple Wedge

Cut leaves of the pineapple off, then cut the pineapple in half vertically. Cut a .5 inch slice and cut it into 4 to 6 triangles.



Pina Colada



caesar

Celery Stick

Cut celery into sticks. They should be three inches longer than the serving glass.

Fruit Flag

Connect a cherry on a skewer with a pineapple or orange wedge together through the top of it.



mojito

Mint Spring

Use only top of the mint to garnish cocktails and leaves for muddling.

how to build multiple drinks at once

Exam

stirs → shake → mix

If you made one drink at a time in a busy bar, all your guests would be sober, upset, and would not return to your venue. To increase the speed of service, bartenders usually make multiple drinks at once.

Tips to improve speed:

- Memorize all cocktail recipes.
- Learn how to free pour (if approved by a bar manager).
- Set up mise en place (pronounced meez ahn plas).
- Build maximum 6 to 8 drinks at once.
- Place Yaraï, shakers, and glassware for built cocktails from left to right, then place the rest of the glasses behind Yaraï and shakers.
- Follow the order of the of the chit- make stirred drinks first, shaken second, build third, and pour beer and wine last.
- Pour all the ingredients starting from the cheapest to the most expensive (bitters, syrups, citrus, modifiers, and spirits), touching all bottles once.
- Stay calm under pressure.
- Practice makes perfect.

STEPS:

1. Place all glassware on the bar.
2. Place Yaraï on the bar and add all ingredients for stirred cocktails.
3. Add ice into Yaraï, shakers, and all the glasses.
4. Stir spirit forward cocktails 5 times and leave it to dilute.
5. Pour all ingredients for shaken and built cocktails.
6. Shake the shaken cocktails and strain them into their glasses.
7. Stir the stirred cocktails 5 more times and strain into their glasses.
8. Garnish all the drinks.
9. Pour beer and wine.
10. Serve all of the drinks.

05

WINE & MODIFIERS

wine

Wine is an alcoholic drink made from the juices of fermented fruit, most commonly grapes.

HISTORY:

Wine has been produced for centuries, and dates back to 6000 B.C. Wines are generally categorized as either Old World European or New World. Old World European refers to wines made in France, Italy, and Spain, where wine production dates back many centuries. New World wines are produced all over the world where the climate and soil type allow wine production, in countries such as Argentina, Australia, Canada, Chile, New Zealand, South Africa, and the USA.

CATEGORIES:

Wine made from grapes could be divided into four main categories:

- Still Wines
- Sparkling Wines
- Fortified Wines
- Dessert Wines

still wine

Still wine is a type of table wine that you are all familiar with. It is produced by a method of vinification that produces wine free of carbon dioxide and therefore lacks sparkling and effervescent properties.

STYLES:

Red Wine

- Made with red grapes: Pinot Noir, Cabernet Sauvignon, Merlot, Syrah/Shiraz, Malbec, etc.
- Fermented with the grape skins, flesh and seeds.
- Typically aged in oak barrels. Some producers use stainless steel vats to preserve the original flavour.
- Red wine usually has bigger body and notes of red, black fruits with peppery spice.
- Red wine has tannins, which is a textural element that makes wine taste dry and astringent. Tannin is a naturally occurring seeds and fruit skins.

White Wine

- Made with white grapes: Chardonnay, Riesling, Sauvignon Blanc, Pinot Grigio, etc. However, could be made with red grapes, but is uncommon.
- Made by fermenting just the juice after the skins and flesh have been removed in the press.
- Typically aged in stainless steel vats, but some producers use oak barrels to add nutty and woody flavours.
- White wines usually have light to medium body and notes of citrus, stone fruits, and tropical fruits.

Rosé Wine

- Rosé gets its colour when the skins of red grapes touch wine for only a short time.
- Where some red wines ferment for weeks at a time on red grape skins, rosé wines are stained red for just a few hours.

sparkling wine

Sparkling wine is a wine with significant levels of carbon dioxide in it. Sparkling wines come from all over the world, but are called different names, and follow their own rules, depending on where they are from.

STYLES:

Champagne: Sparkling wines that are labelled Champagne must come from the Champagne region of France and are made using a specific, traditional process called Méthode Champenoise. This process requires secondary fermentation of the wine in the bottle to create carbonation. Only three grape varieties may be used to make Champagne: Chardonnay, Pinot Noir, and Pinot Meunier. Champagne is the most popular and expensive sparkling wine in the world.

Cava: Spanish Sparkling Wine is made the same way as Champagne but from different grapes.

Prosecco: Italian sparkling wine that is produced using a more affordable method called the "Charmat" sparkling method or "Tank Method," where the second fermentation happens in a large closed pressure tank.

fortified wine

A wine to which a distilled spirit, usually brandy, is added. The reason for fortifying wine was to preserve it since ethanol is a natural antiseptic.

Port: A sweet, red, fortified wine from Portugal. Port is most commonly enjoyed as a dessert wine because it is rich and sweet. There are several styles of Port, including Ruby, White, Vintage, and Tawny.

Sherry: A Spanish fortified wine made from white grapes. Sherry is produced in a variety of styles made primarily from the Palomino grape, ranging from light, such as Manzanilla and Fino, to darker and heavier versions such as Amontillado and Oloroso, to sweet dessert wines like Pedro Ximenez.

Vermouth: An aromatized, fortified wine flavoured with various botanicals, often including wormwood. The name comes from Wermut, the German word for wormwood. It is usually made in Italy and France but can be produced anywhere in the world. Vermouth is one of the most popular modifiers for cocktails.

STYLES:

- **Rosso:** sweet red vermouth (due to addition of caramel)
- **Bianco:** sweet white vermouth
- **Extra Dry/Dry:** dry white vermouth

dessert wine

Dessert wine is produced with extra sweet wine grapes that are dried, late-harvested, or frozen. To make the wine sweet, fermentation is stopped before the yeast turns all the natural grape sugar into alcohol. There are several ways to stop the fermentation, but all methods create an environment where yeast won't survive. While there are hundreds of different types of dessert wines available in the market, these three are the most popular:

- Ice Wine: produced in Canada and Germany.
- Sauternes: produced in France.
- Tokaji: produced in Hungary

how to open still wine

Before opening the wine bottles make sure it is at the right temperature: White and rose wines 10-12 °C (50-54 °F), red wine 16-18 °C (61-65 °F).

1. Take the wine order from the guest—confirm the accuracy of order.
2. Bring the glasses to the bar/table before bringing the wine.
3. Present the bottle to the wine host with the label facing and repeat the name and vintage of the wine.
4. Place the bottle on the bar/table, keeping the label facing the guest, and cut the foil below lower lip without terming the bottle. Place the foil in your pocket.
5. Insert the screw in the centre of the cork and rotate corkscrew clockwise 6 half turns.
6. Lever on the first step, then the second, finally easing the cork out with your hand. Remove the cork slowly without making a popping noise.

how to open sparkling wine

Before opening the bottle make sure that the wine is chilled to about 8-10 °C (46-54 °F).

1. Remove foil. The foil on most bottles has a little tab that you can pull to make this process easier.
2. Loosen cage by rotating the tab 6 half turns. Loosen it enough to fit over the lip of the bottle but don't take it off yet. Be sure to keep your hand holding both the cork and cage in place now that it's no longer secure.
3. Hold bottle at a 45° angle and start to rotate the base of the champagne bottle while holding the cork and cage firmly. You'll find this much easier and safer than trying to rotate the cork/cage.
4. Apply increasing pressure to hold the cork/cage as you feel the cork start to push out with the bottle pressure. Not to worry, if you do this process slowly, the cork will pop out with just a little "fsssszzz."

beer

An alcoholic beverage usually made from malted cereal grain (such as barley), flavoured with hops, and brewed by slow fermentation.

HISTORY:

Beer is one of the oldest and most widely consumed alcoholic drinks in the world and the third most popular drink overall after water and tea. The ancient Egyptians first documented the brewing process on papyrus scrolls around 5,000 B.C. These first beers were brewed with things like dates, pomegranates, and other ingredients, and probably tasted very different from the beer we know today. The key innovation for beer production was the introduction of hops, which began in northern Germany in the 13th century. Hops sharply improved both the brewing process and the quality of beer

WHAT ARE HOPS?

What are hops?: Most modern beer is brewed with hops. Hops are the flowers of the hop plant. They are used primarily as a flavouring and stability agent in beer, and add bitter, zesty, or citric flavours and act as a natural preservative and stabilizing agent.

WHAT IS IBU?

IBU is an abbreviation for the International Bitterness Units scale, a gauge of beer's bitterness.

1

LAGER

style one

A type of beer fermented at low temperatures for longer periods of time with bottom fermenting yeasts. Lagers are light to medium-bodied, with a clean and refreshing taste.

2

ALE

style two

A type of beer fermented at relatively warm temperatures for short periods of time with top-fermenting yeasts. Ales are fuller-bodied, with nuances of fruit or spice and a pleasantly hoppy finish.

beer subcategories

INDIAN PALE ALE (IPA) is an extra-hopped style of Pale Ale (very bitter).

AMERICAN PALE ALES (APA) are similar to IPA's, but their ingredients are mainly derived locally.

WHEAT BEER (WHITE) is a style of ale, which has refreshing and fruity flavour profile and nearly unnoticeable bitterness (great summer beer).

PILSNER is drier style Lager, with a stronger hop flavour.

STOUT is a dark ale with a full-bodied character that can be nutty, caramelly, and chocolate-like. Guinness is the world's highest selling stout beer.

AMBER lagers are medium-bodied beers with a toasty or caramel-like malt character.

AMBER ALES have medium-high to high maltiness with medium to low caramel character.

liqueurs & amari

Liqueur: An alcoholic beverage made from a distilled spirit that has been flavoured with fruit, cream, herbs, spices, flowers, or nuts, and is bottled with added sugars and other sweeteners. Liqueurs are used in a wide variety of classic cocktails. They are used as a modifier to add an extra layer of flavours and balance the acidity. Most are also enjoyed neat or on the rocks.

Amaro: Amaro means bitter in Italian. It is an Italian herbal liqueur that is commonly consumed as an after-dinner digestif or in a variety of different cocktails. Amaro is typically made in Italy but could be produced anywhere in the world. It is produced by macerating herbs, roots, flowers, bark, and citrus peels in alcohol and sweetened with sugar.

popular liqueurs

ABSINTHE: A high ABV French herbal spirit/liqueur infused with wormwood, invented in Switzerland.

AMARETTO DISARONNO: An Italian almond liqueur.

BAILEYS: A whiskey and cream-based liqueur made in Ireland.

BECHEROVKA: A herbal liqueur in the Czech Republic.

BENEDICTINE: A French herbal liqueur.

CHAMBORD: A French raspberry liqueur.

CHARTREUSE (GREEN/YELLOW): A French herbal liqueur.

COINTREAU: A premium brand of Triple Sec (orange flavoured liqueur) produced in France.

CRÈME DE CASSIS: A black currant liqueur produced in France.

DOMAINE DE CANTON: A French ginger liqueur.

DRAMBUIE: A liqueur made from Scotch whisky, honey, herbs, and spices produced in Scotland.

FRANGELICO: A hazelnut and herb-flavoured liqueur produced in Italy.

GALIANO: A vanilla and herb-flavoured herbal liqueur, produced in Italy.

GRAND MARNIER: A cognac based orange-flavoured liqueur (Triple Sec) produced in France.

HEERING CHERRY: A cherry-flavoured liqueur from Denmark.

JÄGERMEISTER: A German herbal liqueur.

KAHLUA: A coffee-flavoured liqueur from Mexico.

LUXARDO MARASCHINO: An Italian cherry liqueur.

MALIBU: A rum-based coconut flavoured liqueur from Barbados.

SAMBUCA: An anise-flavoured liqueur produced in Italy.

ST-GERMAIN: A liqueur flavoured with elderflowers, produced in France.

popular amari

The following amari are all produced in Italy and have herbaceous taste and have different level of sweetness and bitterness:

AMARO AVERNA

AMARO MONTENEGRO

AMARO NONINO

APEROL

CAMPARI

CYNAR

FERNET BRANCA

cocktail bitters

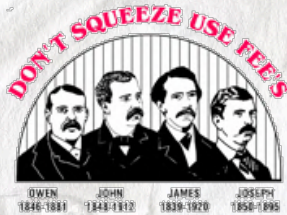
Bitters are a liquid extraction of seeds, herbs, bark, roots, flowers, leaves, and fruit of various plants. They are highly concentrated and are used by the dash. Bitters serve much the same role in cocktails that spices serve in food—they add depths of complexity and flavour to the final product.

HISTORY:

Bitters originally were formulated by physicians in the 1700s and sold as medicinal tonics. The idea was to take herbs and spices, preserve them in alcohol, and market them as a remedy for disorders of the circulation or digestion.

ANGOSTURA®

PEYCHAUD'S
AROMATIC COCKTAIL BITTERS



The Brothers
SINCE 1863



industry terms & slang

ANGO: Angostura bitters.

BACK BAR: shelves and bottles behind you.

BASE: usually refers to the majority ingredient in a cocktail.

BATCH: a mix of a few different ingredients or multiple cocktails.

BEHIND: something you should say before walking behind somebody.

BEHIND THE STICK: working behind the bar that night.

CHASER: a small amount of juice or pop served with a shot of spirit.

CORNER: something you should say while turning a corner.

DIRTY: a dry martini with a splash of olive brine.

DOUBLE: two shots of alcohol.

DOUBLE STRAIN: straining through two strainers: Hawthorne and fine.

DRY SHAKE: shaking without ice to emulsify egg white.

FLOAT: a spirit layer on top of a cocktail.

IN THE WEEDS: being very busy during bar service.

MODIFIER: secondary ingredient in a cocktail that adds flavour.

NEAT: spirit served without ice.

ON THE ROCKS: spirit or cocktail served on ice.

RICH SIMPLE SYRUP: 2 to 1 sugar and water.

SIMPLE SYRUP: simple syrup (1 to 1 sugar and water).

SINGLE: one shot of alcohol.

SPEC: a cocktail recipe.

STRAIGHT UP: cocktail served without ice in a stamp glass.

THREE DEEP: a very busy bar.

TILL: cash register.

YARAI: Japanese style mixing glass.

86: when you finished a spirit and can't serve it anymore it's 86.

06

PRACTICAL BAR TRAINING

07

RESUME BUILDING & INTERVIEW TIPS

finding the right job for you

- Establishment
- Guest type
- Location
- Days and hours of operation
- Required experience

atmosphere & setting

- Nightclubs & lounges
- Bars and sports bars
- Casual dining restaurants
- Pubs
- Fine dining restaurants
- Hotels

resume building

- Use 8.5 x 14 legal size paper
- Apply for multiple positions
- Only list industry related experience
- Avoid including irrelevant information
- Be creative
- Keep it short, simple, and clean
- Be honest!

suggested resume outline

- Name and contact information
- Picture and/or smart serve card
- Objective
- Education
- Work experience
- Qualifications
- References upon request

resume rights and wrongs

What's Right

- Picture & Smart Serve Card
- List your contact information
- State your objective
- List your experience and education
- List your skills
- References upon request
- Be honest!

What's Wrong

- Choose an appropriate picture
- Check your spelling
- Avoid irrelevant information



ALEX CAMPBELL

Address

Phone Number

E-mail

Website



OBJECTIVE

To obtain the position of AWESOMEST BRA INSTRUCTOR EVER at The Toronto Insitute of Bartending.

PROFESSIONAL EXPERIENCE

RESTAURANT MANAGER

Earls Restaurants

2008 – 2012 (4 years) Calgary/GTA

- Recruiting - Developed and executed a stratagem to recruit staff members, for both existing and newly established locations.
- Sales - Drive sales through personal interaction with Guests, development of staff and consistent service standards.
- Guest Satisfaction - Maintain and exceed brand standards in Guest Experience Surveys

PROFESSIONAL PUPPY GROOMER

Sparky's Dog Hotel

2006 – 2008 (4 years) Toronto

- Grooming - Responsible for grooming over 200 spoiled dogs each day.
- Love - Offered my utmost love and affection for each and every pup that I laid my hands on
- Whispering - Communicated with dogs and fixed any owner-dog conflicts through my amazing dog whispering capabilities

EDUCATION

University of New Brunswick

Bachelor of Arts (B.A.), History

1999 – 2004

SKILLS & QUALIFICATIONS

Lover of all things containing alcohol
World Traveler
Extremely Good Looking, but sarcastic
Likes long walks on the beach

REFERENCES

Available upon Request

handing out resumes

- Avoid busy times
- Hand out only to management
- Fill out the application form, even if you have a resume
- Electronic resume submission

the interview

- Be on time (15 minutes early is on time)
- Dress sharp and professional
- Bring a copy of your resume
- Be yourself
- Be honest
- Showcase your qualities
- Get the job!

08

THEORY & PRACTICAL TEST

The background of the slide is a piece of marbled paper with a complex, organic pattern of swirling, wavy lines in shades of light brown, beige, and off-white. The pattern resembles natural stone or liquid marbling.

vodka cocktails

moscow mule

INGREDIENTS:

1 ½ oz vodka

¾ oz lime juice

Ginger beer

GARNISH: Lime wheel

GLASS: Highball/Mule mug

HOW TO MAKE: Fill a highball with ice cubes. Add

Absolut Vodka and lime juice. Top with ginger beer.

Garnish with lime.



dry vodka/gin martini

INGREDIENTS

2 ½ oz Vodka/Gin

½ oz dry vermouth

GARNISH: Olives or lemon twist

GLASS: Martini/coupe

HOW TO MAKE: Add all the ingredients to a mixing glass filled with ice. Stir for 30 seconds, and strain into a chilled martini/coupe glass. Garnish with 2 olives or lemon twist.

NOTE: We chose 5 to 1 ratio as our favourite as it pleases most of the guests.

VARIATIONS: Classic Martini (4 to 1 ratio), Wet Martini with more dry vermouth in it (1 to 2 or 1 to 1 ratios), Perfect Martini with half and half of dry and sweet vermouth, Dirty Martini with a splash of olive brine.



cosmopolitan

INGREDIENTS

1 ½ oz Citron Vodka

½ oz Cointreau or Triple Sec

1 oz cranberry juice

½ oz lime juice

GARNISH: Flamed orange peel

GLASS: Coupe/martini

HOW TO MAKE: Shake all ingredients with ice and strain it into a chilled coupe glass. Garnish with a flamed orange peel.

NOTE: This is Dale DeGroff's variation, which is the most popular version of this modern classic.



caesar

INGREDIENTS

1 ½ oz vodka

½ oz lime juice

5 oz Mott's Clamato juice

2 dashes Tabasco sauce

3 dashes Worcestershire sauce

Pinch of kosher salt

Pinch of coarsely ground black pepper

GARNISH: Celery stalk, lime wedge

GLASS: Highball rimmed with celery salt

HOW TO MAKE: Roll or build all ingredients with ice and pour into a highball glass filled with ice. Garnish with a celery stalk and a lime wedge. **Note:** It was invented in Calgary, Alberta in 1969 by restaurateur Walter Chell. His Inspiration came from a pasta sauce.



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gin cocktails

gin & tonic

INGREDIENTS

1 oz gin

Tonic water

GARNISH: Lime wheel

GLASS: Rocks/burgundy

HOW TO MAKE: Fill a glass with ice cubes. Add Gin and top with tonic water. Garnish with lime.



tom collins

Ingredients

1 ½ oz gin

¾ oz fresh lemon juice

¾ oz simple syrup

soda water

GARNISH: Lemon wheel

GLASS: Highball

HOW TO MAKE: Add the lemon juice, simple syrup, and gin to a shaker and fill with ice. Shake well and strain into a highball glass filled with ice. Top with club soda and garnish with a lemon wheel.



the last word

INGREDIENTS

$\frac{3}{4}$ oz gin

$\frac{3}{4}$ oz. green Chartreuse

$\frac{3}{4}$ oz. maraschino liqueur

$\frac{3}{4}$ oz fresh lime juice

GARNISH: lime peel

GLASS: coupe

HOW TO MAKE: Shake all ingredients with ice and strain it into a chilled coupe glass. Garnish with a lime peel.

Note: The Last Word is a prohibition-era cocktail originally developed at the Detroit Athletic Club.



vesper

INGREDIENTS:

2 oz gin

½ oz vodka

¼ oz Lillet Blanc

GARNISH: Lemon peel

GLASS: Coupe

HOW TO MAKE: Shake all ingredients with ice and strain it into a chilled coupe glass. Garnish with a lemon peel.

Note: The drink was invented and named by Ian Fleming in the 1953 James Bond novel Casino Royale.



negroni

INGREDIENTS

1 oz gin

1 oz campari

1 oz Sweet Rosso Vermouth

Garnish: Orange slice

GLASS: Rocks

HOW TO MAKE: Add all the ingredients to a mixing glass filled with ice. Stir for 30 seconds, and strain into a rocks glass filled with ice. Garnish with a slice of orange.

NOTE: It was first mixed in Florence, Italy, in 1919. Legend tells that Count Camillo Negroni asked his friend, bartender Fosco Scarselli, to strengthen his favourite cocktail – the Americano – by replacing the soda water with gin.



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rum cocktails

cuba libre

INGREDIENTS

1 ½ oz white rum

½ oz fresh lime juice

Cola

GARNISH: Lime wheel

GLASS: Highball

HOW TO MAKE: Fill a glass with ice cubes. Add rum and lime juice, top up with cola. Garnish with a lime wheel.

Note: Cuba Libre is your favourite rum and coke with lime juice.



dark & stormy

INGREDIENTS

1 ½ oz Gosling's Black Seal Rum

½ oz fresh lime juice

Ginger beer

GARNISH: Lime wheel

GLASS: Highball

HOW TO MAKE: Fill a glass with ice cubes. Add rum and lime juice, top up with ginger beer. Garnish with a lime wheel.

NOTE: "Dark 'n' Stormy" has been a registered trademark of Gosling Brothers Ltd of Bermuda since 1991. Therefore, if you put this classic drink on the menu, you have to use Gosling's rum.



mojito

INGREDIENTS

1 ½ oz white rum
3/4 oz fresh lime juice
½ oz simple syrup
6-8 mint leaves
soda water

GARNISH: Mint spring

GLASS: Highball

HOW TO MAKE: Muddle the mint and simple syrup in a highball glass. Add lime juice, rum and fill the glass with crushed ice. Top with soda water and stir it with a bar spoon to chill. Garnish with mint.

Note: It was created in Havana, Cuba, in the 16th century.



daiquiri

INGREDIENTS

2 oz white rum

1 oz fresh lime juice

3/4 oz simple syrup

GARNISH: Lime wheel

GLASS: Coupe

HOW TO MAKE: Shake all ingredients with ice and strain it into a chilled coupe glass. Drop a lime wheel inside the drink.



mai tai

INGREDIENTS

1 oz Amber Rhum Agricole

1 oz aged Jamaican rum

½ oz Orange Quraçao

1 oz fresh lime juice

¼ oz simple syrup

¼ orgeat almond syrup

GARNISH: Mint spring

GLASS: Double Old Fashioned

HOW TO MAKE: Shake all ingredients with ice and strain it into a glass filled with ice. Garnish with mint spring.



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tequila cocktails

margarita

INGREDIENTS

1 ½ oz 100% Blue Agave Blanco Tequila

½ oz Cointreau Orange Liqueur

1 oz fresh lime juice

½ oz agave nectar

GARNISH: Lime wheel, salt

GLASS: Old fashioned

HOW TO MAKE: Shake all ingredients with ice and strain it into a salt-rimmed glass over ice. Garnish with a lime wheel.

NOTE: The Classic Margarita is 2 oz Tequila, 1 oz Cointreau, 1 oz lime juice. We find it too tart, so we add agave to balance it out.



paloma

INGREDIENTS

1 ½ oz 100% Blue Agave Blanco Tequila

1 ½ oz fresh grapefruit juice

½ oz fresh lime juice

½ oz agave nectar

Pinch of salt

Soda

GARNISH: Grapefruit half-wheel

GLASS: Highball

HOW TO MAKE: Shake all ingredients with ice and strain it into a highball glass filled with ice. Garnish with a grapefruit half-wheel

NOTE: The grapefruit juice could be a substitute for a grapefruit soda. In that case you wouldn't need agave and you could build the drink in the glass.



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whiskey cocktails

whiskey sour

INGREDIENTS

2 oz bourbon whiskey

1 oz fresh lemon juice

$\frac{3}{4}$ oz simple syrup

1 oz egg white

GARNISH: Bitters

GLASS: Old fashioned

How to make: Dry Shake all ingredients (without ice) to emulsify egg white.

Shake it again with ice and strain it into an old fashioned glass over ice. Add 2 dashes of aromatic bitters on top of the drink and serve.

NOTE: Adding egg white to shaken drinks are a tradition that dates back more than a century. It gives your cocktail a rich, creamy texture and a beautiful foamy cap.



paper plane

INGREDIENTS

¾ oz bourbon whiskey

¾ Amaro Nonino

¾ oz Aperol

¾ oz fresh lemon juice

GARNISH: Lemon zest twist

GLASS: Coupe

HOW TO MAKE: Shake all the ingredients with ice and strain it into a coupe glass. Garnish with a lemon zest twist.

NOTE: New modern classic created by Sam Ross in 2007.



old fashioned

INGREDIENTS

2 oz bourbon whiskey
1 bar spoon gomme syrup (or rich syrup 2:1)
2 dashes aromatic bitters

GARNISH: Orange zest twist

GLASS: Old fashioned

HOW TO MAKE: Add all the ingredients to a mixing glass filled with ice. Stir and strain into a rocks glass filled with ice. Garnish with an orange zest twist.

NOTE: Old Fashioned is probably the oldest whiskey cocktail. The cocktail made with whiskey, sugar, bitters and water dates back to the 19th century.



manhattan

INGREDIENTS

2 oz rye whiskey
1 oz sweet vermouth
2 dash aromatic bitters

GARNISH: Amarena cherries

GLASS: Old fashioned/coupe

HOW TO MAKE: Add all the ingredients to a mixing glass filled with ice. Stir and strain into a rocks glass filled with ice or into a chilled coupe glass. Garnish with two amarena cherries on a skewer.

NOTE: It is still not clear who invented this classic cocktail, but what we know is that Manhattan Cocktail was invented somewhere in New York at the end of 19th century.



sazerac

INGREDIENTS

2 oz rye whiskey

1 bar spoon gomme syrup or a sugar cube

3 dash Peychaud's Bitters

¼ oz absinthe

GARNISH: Lemon twist

GLASS: Old fashioned

HOW TO MAKE: Add all the ingredients except absinthe to a mixing glass filled with ice. Stir and strain into a glass rinsed with absinthe (neat). Express oils from the lemon peel and place it in the glass.

NOTE: It could be the oldest American cocktail and sometimes could be made with cognac.



The background of the slide is a piece of marbled paper with a complex, organic pattern of swirling, wavy lines in shades of light beige, cream, and pale brown. The pattern resembles natural stone or liquid marbling.

cognac / brandy cocktails

sidecar

INGREDIENTS:

1 ½ oz Cognac

¾ Cointreau

¾ oz fresh lemon juice

GARNISH: Lemon zest twist

GLASS: Coupe

HOW TO MAKE: Shake all the ingredients with ice and strain it into a coupe glass. Garnish with a lemon zest twist.

Note: The Sidecar was created in 1920 at the Ritz Hotel bar in Paris. It has become the single most iconic Cognac cocktail of the world.



vieux carre

INGREDIENTS

¾ oz Cognac

¾ oz rye whiskey

¾ oz sweet vermouth

1 bar spoon Benedictine liqueur

2 dashes Peychaud's bitters

2 dashes Angostura bitters

GARNISH: Amarena cherries

GLASS: Old fashioned

HOW TO MAKE: Combine ingredients in a mixing glass and fill with ice. Stir well, strain into an ice-filled Old Fashioned glass and garnish.

NOTE: The Vieux Carre is a 1930s New Orleans recipe named after the city's French Quarter.



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shooters

b-52

INGREDIENTS:

1/3 oz Kahlúa liqueur

1/3 oz Baileys Irish cream liqueur

1/3 oz Grand Marnier or Cointreau liqueur

GLASS: Shot glass

HOW TO MAKE: Layer the three spirits in a shot glass in the order that they're listed. Optional: Add some flair by lighting the shot on fire.



kamikaze shot

INGREDIENTS:

- 1 part Vodka
- 1 part Cointreau or other Triple Sec
- 1 part fresh lime juice

GLASS: Shot Glass

HOW TO MAKE: Shake all ingredients with ice and strain into shot glasses.

NOTE: This drink could be ordered as a shot or as a full-sized cocktail.



