

# 13 Things bartenders do that drive me nuts!

In the last issue of *Club Bulletin*, bar management expert Bob Johnson revealed 20 different ways that a club manager can ruin a bartender's day. Now, after years of experience as a club manager himself, Johnson offers a rebuttal on behalf of managers everywhere.

In the last issue of the ED Club Bulletin, I wrote an article entitled "The 20 things bartenders don't like about club managers." It generated a lot of response from bar managers in the form of "testimonials," like, "I've been guilty of this, and this, and I'm not sure about that," etc. Some emails remarked, "Thanks for making me aware of some points I've overlooked," or, "I had no idea bartenders felt that way."

And then I thought back over my years in the bar business about the many nagging, peculiar things bartenders have done to me when I was a bar manager—things that just drove me up a wall! Sure, bartenders and bar managers have to co-exist because we have a business to take care, and we both derive our livelihoods from that business. So I came up with a long list of what bartenders can do that just drive me nuts. Hope you enjoy it.

**1** "Hey, boss, business would pick up if you'd do some advertising!"

Many bartenders don't realize they are the strongest and best PR/advertising means available. Word of mouth is free. Customers return to a bar over and over if the bartender gives them a reason to come back. You know, quality service, a little conversation, getting each customer involved with the room, remembering names, introducing us

to each new person at the bar, talking to them, etc.

Radio/TV/newspaper advertising might pull a person in one time out of curiosity, but that person won't be back unless you give him a reason to do so.

**2** "I can't work today because I'm sick!"

Granted, management doesn't want anyone working when they are truly sick. We don't want to spread disease and we don't want a totally miserable, sick-looking employee representing our business. But let's not kid each other: Maybe 80 percent of the time you call in sick, you're not really sick! Maybe you're not feeling your best, but you're not sick enough to call in—but you do.

Management is aware of two factors regarding sickness: (1) the average number of days missed per year because of illness is six; and (2) if you are really sick, it will usually be in the morning. And that's when you call your replacement—in the morning. Don't call me, call your replacement! It is your responsibility to find someone to work for you, not management's. You only call me with this problem after you have exhausted your fellow bartender telephone list. One day you'll get to return the favor. We're team/family, remember? We look out for each other, right?

**3** "It's not my job," or, "I wasn't hired to do that. I'm a bartender, period. That's it!"

I remember the time I managed a bar at a Holiday Inn in Miami Beach. My first day I politely asked two cocktail servers who were standing around doing nothing to pick up some cocktail napkins that fell on the floor. I was told, "Sorry, that's not my station."

I asked the day bartender, who was also doing nothing, to take down the glasses from the overhead glass racks and run them through the dishwasher. I was informed, "Sorry, I'm not a bar back—that's their job."

And when I wanted the beer cooler emptied out and cleaned I was told, "Sorry, I'm a bartender. I only make drinks. Cleaning out the beer cooler is the porter's job."



VIP CARDS • PREPAID SERVICE CARDS • VIP CARDS • PREPAID SERVICE CARDS • VIP CARDS

**VIP CARDS**

**Buy Manufacturer Direct**  
We specialize in that Gold/Platinum credit card look

- ★ Competitive pricing
- ★ No art? get **FREE** custom designs
- ★ Quick turn around
- ★ Bar code & mag stripe
- ★ Full color cards
- ★ Sequential numbering
- ★ Thermo-Foil accents
- ★ Wholesalers welcome

Call for info & samples: [GIFTVIPCARDS.COM](http://GIFTVIPCARDS.COM) 1-800-401-8644 fax 714-901-2466

VIP CARDS • PREPAID SERVICE CARDS • VIP CARDS • PREPAID SERVICE CARDS • VIP CARDS

There are many businesses that have union labor agreements between management and workers because it's necessary. I don't think it's necessary in the bar business. The bar business doesn't function well with the attitude, "It's not my job."

We have to be a team. We work together at everything. Whatever needs to be done, we do it. It's where our money comes from. What management wants to hear occasionally is, "Need me to stay longer tonight, boss?" "Is there anything else I can do for you before I clock out?" "Why don't we get the bartenders to come in on Sunday when the club is closed and tear the bar apart and clean it like it's never been cleaned before!"

**4** *Arrive at least 20 minutes early for your shift, please.*

I start to panic when its 6:59 and you're due to start your shift at 7:00 pm and you're still not here. When you arrive a little early it gives me a chance to explain a policy change, or a new drink promotion, or maybe we can have a cup of coffee together and chat.

**5** *Stay off the phone.*

No personal phone calls, unless it's an emergency. Period.

**6** *Butt out.*

Never have a cigarette in your mouth or hand while waiting on a customer. It's unprofessional and ashes can fall from the cigarette and land anywhere! And did you wash your hands after smoking that cigarette? If not, it's a health code violation.

**7** *A slip of the lip.*

Don't waste your time talking to fellow employees or—and I know this can be tough—the club's entertainers. Your talking time should be spent with customers. Make every effort to get along and be friendly to the people you work with, but remember, they're not the ones who put money in your pocket.

You have to be all business when you're working. It's why I hired you. We all have a job to do. We were not hired to party amongst ourselves on the job.

**8** *Keep that pour equal.*

Don't over pour for the big tippers or a friend. Other people sitting at the bar see that. You will be creating a very difficult situation for the other bartenders. Remember—everyone should be treated equally.

**9** *Don't get anyone drunk!*

When you, the bartender or cocktail server over serve someone to the point of visible intoxication, or "fall down drunk," that's a serious matter.

I'm going to have to intervene, I'm going to have to take care of this customer who has been compromised, and then I'm going to have a talk with you. Yes, we

need to sell, but not at the cost of injuring another human being. You don't have the right to do that!

**10** *Don't add to the drama.*

Please avoid getting romantically involved with a customer, a fellow employee or an entertainer. We don't want to lose a good customer over a broken relationship that you were a part of.

Also, keep your husband, wife, girlfriend or boyfriend out of the bar while you are working. You will have a natural tendency to spend time talking to that person when you should be taking care of business. When customers see you are attached to someone, it always affects tips.

**11** *Gossip*

Don't talk to a customer about a fellow employee, or about how much you dislike the owner or management—ever! If there are problems where you work, keep it in house. It's nobody's business other than those involved. Keep bar problems away from customers.

I don't know of a quicker way for you to lose your job than to run your mouth about owners, managers or fellow employees. It will get back to me, sooner or later.

**12** *Phone numbers*

Don't ever give out a fellow employee's phone number to anyone, unless it's another employee, and with permission to do so.

**13** *"I'm off the clock. Time to party!"*

Remember: You are never a customer where you work! You are always an employee. You are allowed back into this bar with management's permission only. If so, you will never take a seat away from a customer.

You are not allowed to sit at the bar—only a table designated by the manager on duty. You are not allowed to get drinks directly from the bartender. Someone else must serve you. You will never become intoxicated at this bar. It's where we all make our living and you will not do anything to disgrace this bar or its employees.

Bob Johnson has worked with several adult clubs and club chains, including Deja Vu. He is available for on-site bar management training and consulting services for adult entertainment liquor clubs, short or long term. If you sign up for Bob Johnson's Inventory Control SYSTEM, he guarantees a savings of \$30,000-\$60,000 per annum. It's available nationwide and is ideal for chains. He can be reached at (800) 447-4384, or visit [www.BobtheBarGuy.com](http://www.BobtheBarGuy.com).



*Another good reason for a Shot!*

I found this on the Internet and it seems so true.. Seven New York City bartenders were asked if they could nail a woman's personality based on what she drinks. Though interviewed separately, they concurred on almost all counts. The results:

**Drink: Beer**

**Personality:** Casual, low-maintenance; down to earth.  
**Your Approach:** Challenge her to a game of pool.

**Drink: Blender Drinks**

**Personality:** Flaky, annoying; a pain in the ass.  
**Your Approach:** Avoid her, unless you want to be her cabin boy.

**Drink: Mixed Drinks**

**Personality:** Older, has picky taste; knows what she wants.  
**Your Approach:** You won't have to approach her. She'll send YOU a drink.

**Drink: Wine**

(does not include white zinfandel, see below)  
**Personality:** Conservative and classy, sophisticated.  
**Your Approach:** Tell her you wish Reagan had had four more years...Alzheimer's and term limits be damned.

**Drink: White Zin**

**Personality:** Easy; thinks she is classy and sophisticated, actually has no clue.  
**Your Approach:** Make her feel smarter than she is...

**Drink: Shots**

**Personality:** Hanging with frat-boy pals or looking to get drunk...and naked.  
**Your Approach:** Easiest hit in the joint. Nothing to do but wait.  
*I rest my case...Shots are the way to go!*

*Mango Muff Madness*

1 oz Mango Vodka  
1 oz Triple Sec  
Splash of cranberry & sour mix  
Chill and Serve

*Snatch Snack*  
*aka. Scooby Snack*

1oz Shango Aphrodisiac Rum  
1oz Melon Liqueur  
Splash of pineapple juice & cream  
Chill - Serve!



If you have a shot that you like or invented and would like to share with us, please email me at [kevin@exoticdancer.com](mailto:kevin@exoticdancer.com).