

Insider's Guide

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# Best Practices

Getting The Most From Your Better Beer Program





Use this guide to ensure that you are taking advantage of all that our program has to offer.

## Staff Training

### Serve Better Beer

**What?** An online course that has 62 min of videos in 13 lessons and covers:

- how the system works
- changing kegs
- FOBs
- beer clean glasses
- proper pour
- selling beer
- proper service
- basic troubleshooting.

**Who? Best for anyone who sells or serves draught beer.**

### Advancing Better Beer

**What?** An online course that has 55 min of videos in 10 lessons and is level two of Serve Better Beer can only be taken after the “Serve Better Beer” and covers:

- More technical coverage of the system
- advanced troubleshooting
- line cleaning



- beer gas systems
- best practices and more

**Who? Best for any Keyholder / Supervisor / Manager. Should be taken after Serve Better Beer Course.**

### **Beer 101**

**What?** An online course that has 26 min of videos in 7 lessons that covers the basics of beer. Perfect for someone who is new to beer and looking to gain some confidence in beer knowledge for serving and bartending.

- Brewing process
- Beer styles
- Ingredients
- beer & food pairing basics

**Who? Best for anyone who needs basic beer education. Should be taken after the Serve Better Beer Course.**

### **How To Change A Keg Manual**

**What?** 5 page manual with graphics on how to change a keg. Used with FOB instruction sheet.

**Who? Best for Bussers or Barbacks who do not pour or serve beer, just change kegs.**

\* Manual available in English, French, Tamil, Mandarin, and Cantonese.

Role	Suggested Training	When?
Those who sell / serve beer.	Serve Better Beer Course	Upon Hire
Manager/Keyholder/ Supervisor	Advancing Better Beer Course	After completion of Serve Better Beer
Those who sell or serve beer.	Beer 101	After completion of Serve Better Beer
Barback/Busser	How To Change A Keg Manual	Upon Hire

## Walk-in Beer Fridge

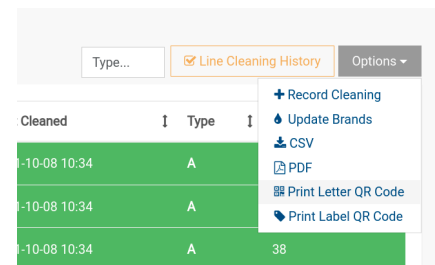
### FOB Instruction Sheet

Post the correct FOB Instruction sheet inside the walk-in somewhere visible - either on the wall or the inside of the door. PRO TIP - staple one to each employee's pay stub or post in the staff room / change / locker room.

### Line Cleaning Tracking (QR Code)

Ensure that line cleaners can scan the code to record their cleans. If you need a new QR code, you can print one:

1. Go to the Establishments page and click on the establishment name that you would like to print a new QR Code sheet
2. Top right corner, click on Options
3. Select Print Letter QR Code



## Better Beer Waterbottle

Ensure that the water bottle remains in the walk-in on a shelf.

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## Behind The Bar

### Beer Glass Cleaning Kit

Used weekly to ensure beer clean glasses. To be used on all beer glasses: flights, pints, mugs, jars, ... Do not use for any glass that has not first been cleaned in the dishwasher.

### Proper Pour / Troubleshooting Guide

Ensure proper pour by staff. Print and leave behind the bar as a reference for proper pour and basic troubleshooting.

## Glasswasher Maintenance

Develop a nightly and weekly cleaning schedule for the glasswasher. Contact your supplier for details on what needs to be done. Ensure there is always a supply of cleaning solutions for the glasswasher and that no scale develops on the inside of the machine.

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## Administration

### Bar Manager / Better Beer Champion

Select one person to manage the program and ensure that all of the resources are being used.



## Draught Manual

Print a copy of our draught manual and leave it in the office, behind the bar, or staff room as a quick reference.

## Audits

Print off the email that you receive from your monthly audit and review the To Do section at your Manager's meeting. Some of our clients post the audit results on the outside of the walk-in so that staff and line cleaners can see the results.

You can also access the review from the Admin section of our site.



Notes:

## Better Beer Program Checklist

### Month One

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Assign Serve Better Beer course to staff   |
| <input type="checkbox"/> | Give How To Change Keg Manual to Barbacks / Bussers  |
| <input type="checkbox"/> | Set up schedule/assign weekly beer glass cleaning with provided kit  |
| <input type="checkbox"/> | Ensure Managers / Beer Champion present for the initial audit  |
| <input type="checkbox"/> | Print and post FOB Instruction Sheet in the walk-in  |
| <input type="checkbox"/> | Print Proper Pour / Troubleshooting Guide and post/place behind the bar  |
| <input type="checkbox"/> | Print the Draught Manual and leave in the office/ staff room / behind bar  |
| <input type="checkbox"/> | Ensure there is a Line Cleaning QR Code sheet posted on walk-in door and a Better Beer Waterbottle in walk-in (We will provide and bring these during Initial Audit) |

### Month Two

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Assign Advancing Better Beer course to managers                              |
| <input type="checkbox"/> | Assign Beer 101 course to staff  |
| <input type="checkbox"/> | Review initial audit results at Manager's Meeting                            |
| <input type="checkbox"/> | Review staff training incompletions and completions at the Manager's Meeting |

### Ongoing/Circling Back

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Review monthly audit results  |
| <input type="checkbox"/> | Assign passcodes to courses as new hires are made                             |
| <input type="checkbox"/> | Ensure weekly beer glass cleaning   |
| <input type="checkbox"/> | Call line cleaners if anything from an audit is related directly to their job |