

**1862  
BACARDI LIMITED  
GLOBAL HQ  
COCKTAIL BAR AND  
PORTFOLIO EXPERIENCE**



**Service Philosophy & Maintenance Handbook**

an addendum to Bacardi standard training and employee info



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Bacardi Limited, the world's largest privately-held spirits company, is unveiling a new achievement in architectural and bar design, as well as a unique brand experience: 1862 Cocktail Bar. Situated in the heart of the Bacardi Limited Global HQ, the entire catalogue of holdings from each esteemed brand is displayed for the ability to appreciate the breadth of the portfolio. This awe-inspiring space is part of continuing the original design concept *by renowned architect Ludwig Mies van der Rohe* for an "office without walls" in 1972, while also honoring the 1920's Deco design from Edificio Bacardi in Cuba. The Bacardi family chose Bermuda for World HQ because its central location is a bridge between the continents; 1862, the year Bacardi was founded, will be the bar that bridges the brands! We encourage you to view this as a living collection, with the impressive bottles changing and new achievements will continue to shine on the top shelf!

# TABLE OF CONTENTS



## **SECTION I: OVERVIEW & OBJECTIVES**

Service Philosophy .....	1
The Portfolio Experience .....	2
Product Knowledge .....	2

## **SECTION II: MAINTENANCE HANDBOOK**

Maintaining your Bar and Tables .....	3
Opening Side Work Functions .....	3 , 4
Closing Side Work Functions .....	5
Bar & Lounge Maintenance and Cleaning Schedules ..	5 , 6

## **SECTION III: SPECIAL INSTRUCTIONS**

Additional Cleaning Information .....	7 - 9
Music & AV .....	10
1862 Cocktails .....	11

# **SECTION I :**

## **OVERVIEW & OBJECTIVES**

### **Service Philosophy**

You are the host of the 1862 total **portfolio experience**.

Every guest is looking for a different experience every time they visit 1862. It is your job to assess what type of experience each guest wants and engage appropriately. Anticipating, prioritizing, and solid execution are your tools to customize service.

Anticipating, prioritizing, and solid execution are your tools to customize service for every guest. Think of yourself as a consultant to the greatest spirits portfolio in the world.

While for the most part, the Bacardi Team are subject matter experts, you have the product knowledge to unlock excitement.

Don't assume that people will know what they want to drink: they are here for the opportunity to engage with what you are mixing up!

**ALWAYS START WITH THE SPIRIT.**



## The Portfolio Experience

We proudly house the entire Bacardi spirits portfolio.

Stay abreast of new and exciting product introductions.

Bottles are arranged on the shelves in a specific location based on each individual spirit's portfolio. Unless advised, please re-stock following the setup. (Refer to last page for photo for product display layout.)

It is required of all Bacardi professionals to have in-depth knowledge of ingredients (origins), producers, and preparation methods for the premium spirits in our portfolio.

## Product Knowledge

THINGS YOU NEED TO KNOW ABOUT EVERY SPIRIT IN THE PORTFOLIO:

- What it is
- How it is prepared
- What it tastes like
- What goes well with it
- What other guests have thought about it

THINGS GUESTS NEED TO KNOW ABOUT OUR COCKTAILS:

- We make our cocktails inspired from tradition, as well as revolutionary
- We use highest-quality ingredients
- We take pride in everything we serve



## **SECTION II:**

# **MAINTENANCE HANDBOOK**

### **Maintaining your Bar and Tables**

*The specifics of set-up and break-down will be delineated as the bar program evolves.* Your bar and tables should always be clean and well-organized. Here are some key actions for before, after, and during a successful shift, as well as a long-term schedule for proper cleaning and upkeep.

**PLEASE NOTE: 1862 CLOSSES at 7 pm SHARP unless otherwise noted.**

### **Opening Side Work Functions**

#### **Front Bar:**

Marble polished, and detailed  
Glassware polished and stocked  
Garnish  
Mixer prep  
Set out candles on bar & tables  
Fill ice

#### **Back Bar:**

Remove plastic from bottles  
Attention to detail in bottle placement  
Stock bottles, including specialty products  
Gleaming clean wood/glass/brass

#### **Service Materials:**

Clean bar towels  
Cleaning spray  
Sani-bucket  
Bar naps



## **Tables, Chairs, Banquettes:**

Tables and table settings, especially bar stools and along banquettes, should be aligned so they're symmetrical and arranged to create a visually straight line.

Confirm that all tables are stable, not wobbly.

Detail- wipe booths, chairs, banquettes and wood molding free of crumbs, stains, and dust with a damp cloth.

## **Floor:**

Clean around all chairs, table bases, and bar stools

## **Bar and Table Running Maintenance:**

Wipe & sanitize continuously

Remove, wash, polish empty glassware

Fill water

Polish Glassware

## **Candles and Flowers:**

Establish protocol for fresh flowers and candles.



## Closing Side Work Functions

### Front & Back Bar:

Cover all bottles with Plastic Wrap

Burn well ice

Make specialty ice so it's ready for next service day

All glassware polished

Dump or marry and run through any remaining water or mixer carafes

Wash bar top spill mats

LABEL and DATE refrigerated open containers, garnish, and specialty mixers.

Candles- scoop wax and run through

Garnish- cover and refrigerate

Confirming someone will sweep floor at night

•Mop behind bar, hose off bar mat

## Maintenance & Cleaning Schedule

### Brass Railing:

Wipe down ONLY with a damp cotton cloth. Do not use Lysol wipes, any thinners or Windex.

### South Wall Display Shelves:

Dust all shelves & crystal CAREFULLY - they are Bacardi archive pieces.

### Polish Marble:

Daily with soap & water

TOTAL CARE DETAILS in SPECIAL INSTRUCTIONS

### Pillar Shelves:

Establish protocol for cleaning shelves





## **Upholstery:**

Spot Clean with soap and water

Quarterly professionally clean

TOTAL CARE DETAILS in SPECIAL INSTRUCTIONS

## **Flooring**

Daily Spot Clean, Vacuum, Sweep.

Quarterly Professionally Clean.

## **Stainless Ice Bins, Speed Racks**

Daily wiped with soap and water.

Quarterly deep cleaned.

## **Replenishment & Serviceware Pars**

Establish Serviceware Master Inventory Par

Establish Replenishing Protocol.

- Specialty Glassware required for each brand, cocktail
- Cocktail Napkins
- Aprons
- Special Drink Accessories (spears, garnish, etc.)
- Shakers, Jiggers, Stirrers, Strainers, Rubber Spill Mats
- Votives, Tea Lights
- Pitchers
- Linens, including special occasion tablecloths and bar mops
- Cleaning Supplies for bartop, wood, glass - details follow

## **SECTION III:**

### **SPECIAL INSTRUCTIONS**

#### **Additional Cleaning Information**

### **CLEAN UP SPILLS RIGHT AWAY – BEFORE THEY CAN DRY**

#### **Cleaning Upholstery**

[Fabric cleaning information link](#) - specifics follow

##### Sectional Couch

Water based cleaning agents and foam or mild water-free solvents  
(KNOLL VELVET, GRAPHITE K78448. PO#072582/ Knoll  
SO#5525364)

##### Barstools

Only mild, pure, water-free dry-cleaning solvents  
(OH LA LA, ULTRAMARINE K22018. PO#072584/ Knoll  
SO#5525389)

##### Wingback Chairs

Clean with water or solvent based cleaning agent or diluted household bleach  
(PRAIRIE, BISON K192518. PO#072583/ Knoll SO#5525380)

##### Wingback Chairs

Water based cleaning agents and foam or mild water-free solvents  
(RANSOM, CAPER K129814)

##### Ottomans

Clean with water or solvent based cleaning agent or diluted household bleach  
(UTOPIA, CARBON K237120)



## Cleaning Bar

Even though Corian® Quartz resists permanent staining when exposed to liquids (such as wine, vinegar, tea, lemon juice and soda) or fruits and vegetables, you'll want to wipe up food and liquid spills as soon as possible.

For stubborn or dried spills, use a nonabrasive cleaning pad such as a white 3M Scotch-Brite®\* scrub pad coupled with Formula 409® Glass & Surface Cleaner or a comparable cleaning product.

## WHAT NOT TO USE

If any of the substances mentioned below come into contact with your Corian® Quartz, rinse the exposed surface immediately and thoroughly with water.

**No Wax or Polish Necessary** - Because it is nonporous, Corian® Quartz does not require sealants or waxes. Corian® Quartz keeps its lustrous gloss and ultra-smooth surface without polishing or applying sealant.

**Do Not Use Bleach** - Avoid using cleaners that contain bleach. Always follow the cleaner manufacturer's use instructions and exercise proper care when handling and storing any cleaning products.

**Avoid High-pH Cleaners** - Casual exposure to alkaline solutions, such as diluted bleach, will not damage Corian® Quartz. Highly alkaline (high pH) cleaners, such as oven cleaners and concentrated bleach, are not recommended.

**Removing Cooking Grease** - When grease from cooking is an issue, use Greased Lightning™\*, or a comparable degreasing product, to help loosen and remove the grease from the surface. Follow the cleaner manufacturer's instructions for use.



**Permanent Markers** - Keep permanent markers and inks away from your countertops. Should these materials come into contact with the surface, clean first as outlined above in the Everyday Cleaning section. If the stain persists, moisten a cloth with Goo Gone®, or a comparable product, and rub it into the stain. Rinse thoroughly with warm water to remove any cleaner residue.

**Keep Solvents and Powerful Chemicals Off the Counter** - Avoid exposing Corian® Quartz to strong chemicals and solvents, especially paint removers or furniture strippers containing trichlorethane or methylene chloride. Keep nail polish remover, bleach, detergent, permanent markers or inks, and oil soaps away from your Corian® Quartz.

**Heat Damage Prevention** - To maintain the beauty of Corian® Quartz, do not place hot skillets or roasting pans directly onto the surface. We recommend the use of trivets and hot pads.

**Dealing with More Difficult Spills and Materials** - Materials that harden as they dry (such as gum, food, grease, nail polish or paint) are especially tenacious. Remove these by gently scraping away the excess with a plastic putty knife.

## CLEANING GRANITE HI-TOPS:

While vinegar can be used to clean many other household surfaces, you should never use it to clean granite. Vinegar is one of the most acidic products you can find and can cause significant damage to your granite countertops or other surfaces.

## MUSIC & AV

The specific iPad that controls the music system should remain in the AV Closet. Music is powered with Spotify. Beware sharing the Spotify login info: your playlists will potentially sync with outside use.

### To Start:

Preset Volumes are programmed to correlate with the time of day and event-type. Music is not on in Offices in the morning. It comes on in the afternoon. Volume can be controlled within the scale of the Preset.

Enter music controls through Spotify=>  
Select Playlist  
=> Add Bacardi-Approved Playlists

### Teams/Zoom:

6 Mics can be in use at once without interruption. Mics are color-coded.  
There is a Mute Button.

TOWN HALL NORTH (presenting with back to the bar)  
TOWN HALL SOUTH (presenting with back to Founders Wall)

## AVIO

Additional in- or outputs, plug into black port in corners.  
If more are needed, an additional sound board can be added.

## SUPPORT

Emails for support reach the AV team directly.  
CODE FOR SUPPORT: 186200

## SYSTEM CONTROL

Edit names, photos, etc.  
Individual speaker control: Search Capabilities.

## BLUETOOTH

Hit button on AVIO System behind bar.  
Do not share this information to avoid potentially syncing with outside use.

## TUTORIAL AVAILABLE FOR ANY ELEMENT.



# 1862 COCKTAILS

PLEASE USE THE APPROPRIATE, PARTICULAR GLASSWARE FOR EVERY BRAND/DRINK.

## **SOUTHSIDE RICKY**

1.5 OZ BACARDI SUPERIOR

.75 OZ LIME JUICE

.75 OZ SIMPLE SYRUP

SHAKE WITH A FEW ICE CUBES, STRAIN INTO TALL GLASS WITH ICE. TOP WITH CLUB SODA, GARNISH WITH MINT SPRIG.

1 LONG STRAW, HIDE INSIDE OF MINT SPRIG

## **THE FIERO AND TONIC**

(BUILD IN TONIC GLASS)

2.5 OZ MARTINI FIERO

TOP WITH 5 OZ TONIC WATER (NO JIGGER)

ADD 1 LARGE SCOOPFUL OF ICE

GARNISH WITH MIXTURE OF STRAWBERRIES, MINT, LEMON, LIME TO PREFERENCE

2 SMALL STRAWS

## **SMILE COCKTAIL**

2 OZ BOMBAY SAPPHIRE

.75 OZ LIME JUICE

.75 OZ GRENADINE

FILL LARGE SHAKER TIN HALFWAY WITH ICE. SHAKE VIGOROUSLY. STRAIN INTO COUPE, GARNISH WITH LIME WEDGE

## **CHET BAKER**

4 DASHES ANGOSTURA BITTERS

1 BAR SPOON HONEY

1 BAR SPOON MARTINI ROSSO

2 OZ BACARDI OCHO

BUILD IN ROCKS GLASS. ADD ICE AND STIR UNTIL OUTSIDE OF GLASS FEELS COLD. GARNISH WITH ORANGE TWIST.

## **STRAWBERRY FIELDS**

(BUILD IN GLASS)

2 OZ GREY GOOSE ESSENCES STRAWBERRY & LEMONGRASS

TOP WITH 7 OZ OF SPARKLING WATER

ADD 1 LARGE SCOOPFUL OF ICE

GARNISH WITH STRAWBERRIES AND MINT

1862

