

# INTERVIEW GUIDE

## BAR MANAGER



**NAME**

**DATE**

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### ROUND 1 QUESTIONS

What is motivating you to consider this position?

Give me a brief overview of your background and work experience. (Review job titles, main responsibilities, and reason for leaving.)

Tell me how you create an exceptional Guest experience.

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## ROUND 1 QUESTIONS, CONT.

Tell me about a time when you had an issue with food cost or alcohol cost.

How did you find out there was an issue?

What did you do?

What was the outcome?

As a bar manager, you have a lot of pieces to juggle; creative, product, education, financials, team, and guests - how do you prioritize that list?

If pour cost is high, what are the most common reasons?

If beer is pouring foamy, what do you do?

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## ROUND 1 QUESTIONS, CONT.

Where are you most comfortable behind the bar; in the well or working with guests? Why?

What POS systems have you had experience with?

What do you look for in your staff, and what do you require of your team?

What is your leadership philosophy?

What methods do you find most useful for training and coaching consistency of execution and service?

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## ROUND 1 SCENARIOS

It's Friday night at 7 pm, three people deep at the bar, with a 20 minute wait at the door. You just watched a 2 year employee stuffing a bottle of liquor into their backpack. This employee also happens to be a relative of the owner, a key holder, and a closer tonight. The employee begs for forgiveness and asks that it be swept under the rug.

**Address me as if I am that employee.**

A server just informed you they overheard a guest complaining about the size of their meal. The guest hasn't mentioned anything directly to staff.

**Tell me your first steps, then role-play your table approach with me.**

**How many 16 oz pints are in a 1/2 BBL keg?**

(Set up a computer with a new blank document in Microsoft Word set up.)

**Craft a message introducing yourself as the new Bar Manager.**

**HIRE OR POLITELY DECLINE WITHIN 24 HOURS.**

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## ROUND 2 QUESTIONS

If you see a dusty ledge, are you more likely to wipe it down yourself or ask someone to do it? Why?

Tell me about how you would spend the first 20 minutes after you arrive for a shift.

Describe how you would handle a situation in which a team member doesn't follow a standard, such as not using a tray to run drinks or eating in the back hallway.

What would you do if you saw a BOH team member checking their phone on the line, right next to the chef?

Tell me what you think of the phrase, "Those people just couldn't be made happy."

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## ROUND 2 SCENARIOS

A 6 pm 4 top reservation arrives, and one of the guests is in a wheel chair, a detail the host missed. They will need more space, and there isn't an appropriate table available. At 6:20 the guest becomes visibly irritated.

**Address me as if I am that guest.**

(Set up a bottle of wine along with all glasses and tools necessary.)

**Serve that bottle of wine to me as if I were a guest.**

Calculate the cost of goods for (choose a cocktail).

**Manhattan or whichever classic cocktail from the current menu.**

Ask them to craft a message to the staff introducing themselves as the new bar manager.

**Are they professional? Intelligent? Witty? Funny?**

**HIRE OR POLITELY DECLINE WITHIN 24 HOURS.**