

SOP Template: End-of-Shift Reporting and Bar Handover Process

This SOP details the **end-of-shift reporting and bar handover process**, covering essential communication, inventory checks, cash reconciliation, equipment cleaning, and task assignments. It ensures a smooth and accurate transition between shifts, maintains operational continuity, and upholds service quality and accountability within the bar environment.

1. Purpose

To provide a standardized process for end-of-shift reporting and handover that ensures business continuity, accountability, and service quality in the bar.

2. Scope

This procedure applies to all bar staff responsible for end-of-shift operations and shift handover.

3. Responsibilities

- **Outgoing Bartender:** Completes end-of-shift duties, prepares handover report.
- **Incoming Bartender:** Reviews handover, confirms inventory and cash count, addresses open issues.
- **Bar Supervisor/Manager:** Oversees process, resolves discrepancies, and secures records.

4. Procedure

- Sales and Cash Reconciliation**
 - Count cash register contents and reconcile with POS records.
 - Record cash, credit card, and other payment totals on the end-of-shift report.
 - Note and explain any discrepancies.
- Inventory Check**
 - Check and record stock levels for key items (spirits, beers, mixers, garnishes, etc.).
 - Highlight low or missing stock and items to reorder.
- Equipment and Bar Area Cleaning**
 - Clean bar tools, glassware, and surfaces.
 - Empty trash bins and replenish cleaning supplies as needed.
- Task Completion Review**
 - Verify that all assigned shift tasks are completed (see Task Checklist).
 - Document incomplete tasks and reasons.
- Handover Communication**
 - Discuss open issues, VIP customer notes, and special instructions with incoming bartender.
 - Both staff sign or initial the handover report to confirm understanding and acceptance.
- Reporting**
 - Submit completed handover report to the Bar Supervisor or designated file.

5. Task Checklist Example

Task	Completed (Y/N)	Notes
Cash count & reconciliation		
Stock & inventory check		
Clean and sanitize equipment		
Trash emptied		

Task	Completed (Y/N)	Notes
Notes/Issues for next shift		

6. Documentation

- End-of-shift report (template or digital record)
- Inventory sheet
- POS printout or reconciliation record

7. Revision History

Date	Version	Description	Author
2024-06-16	1.0	Initial SOP release	Bar Manager