

OVERVIEW

The ProHost[®] Backbar program provides an ideal solution to the inventory control, guest service and staffing challenges that confront Food and Beverage managers. The program combines process, methodology and specialized equipment to deliver consistent backbar inventory in an efficient and attractive manner. The program also provides exacting control of high-value liquor stock through the entire inventory cycle. Backbar Mobiles are the delivery and vending vehicle component of the program that streamline the distribution and setup activities for banquet bars.

AREAS OF IMPACT

Inventory Control

- Reduced Unaccountable Losses
- Secure Transportation of Inventory
- Reduced Beverage Cost
- Staff Accountability
- Full-Cycle Inventory Control
- Improved Liquor Purchasing Control
- Improved Pour-Size Control

Guest Service

- Improved Guest Satisfaction
- Immediately Available for Function Changes
- Respond Instantly to Changes in Layout
- Flexibility to Accommodate Special Requests
- Provides Customers with Accurate Billing

Staff Efficiencies

- Reduces Staffing Requirements for Bar Porters
- Reduces Bartender Time for Setup

PROCESS DESCRIPTION

Backbar Mobiles are stored, inventoried and restocked in the beverage storeroom. The restocking activity typically occurs in the morning or early afternoon. When fully restocked, the Backbar Mobiles are closed and locked for secure storage. They are then ready to go to their designated function later that day or evening.

The Mobiles are replenished in the central storage area by designated staff members who restock the Mobiles in a systematic fashion. The internal configuration of the totes and trays accommodate the hotel's desired load plan. This standard load plan, or par, is an exact quantity of a specified bar inventory. Standardized load plans allow the department to achieve exacting standards for consistency and accountability.

Hotels that offer a range of standard and premium brands can have different load plans for their Backbar Mobiles. Custom load plans can even be developed to accommodate unique guest requests.

PHASE 1 - BACKBAR MOBILE RESTOCKING

Depleted Backbar Mobiles, returned from the previous evening's functions, contain empty and partially used bottles. The restocking staff measures the contents of the Mobile to determine consumption for that bar or function. This information allows management to do the following:

- Reconcile consumption against cash receipts
- Accurately bill client based on true consumption
- Order exactly what inventory is needed to replenish stock
- Ensure that no unaccountable losses occurred
- Monitor bartenders for accurate pouring
- Track preferences for groups who will return

After usage is documented, the storeroom staff restocks the Backbar Mobile with its designated load plan. Upon completion of restocking, the Mobile is visually inspected to confirm that it is completely full. When this is complete the Mobile is checked off and the door is closed and locked. Each Mobile is restocked, visually inspected, closed/locked and staged ready for the evening's functions.

PHASE 2 - BACKBAR MOBILE DISTRIBUTION/USAGE

The fully loaded Backbar Mobiles are picked up from the storeroom and delivered to the function area. When the bar porter arrives to pick up the Mobile for delivery, the contents are visually inspected. If the contents appear to be complete, the bar porter assumes responsibility, signs for the inventory and closes and locks the Mobile for delivery to the function.

At the function area the bar porter unlocks and opens the Mobile in the presence of the bartender. The bartender then visually inspects the contents and signs for the inventory. The bartender's setup time is significantly reduced because the backbar is pre-loaded and ready for the function.

By having exactly what is needed, the bartenders won't inconvenience guests by running out of certain selections. The bar will not have to be closed while missing or depleted items are retrieved. During the function, bartenders place empty and partially depleted bottles back in the Mobiles. The pull-out totes effectively organize the backbar inventory keeping it within easy reach of the bartender.

PHASE 3 - BACKBAR MOBILE RETURN

At the end of the function, the delivery process is reversed. The bar porter picks up the Backbar Mobile from the bartender and visually inspects it to ensure that the correct number of liquor bottles remain in the Mobile.

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The bar porter then returns the Mobile back to the liquor storeroom with the assistance of the security department if after business hours. The Mobiles return with the same quantity of bottles that they were delivered with. This maintains the bottle-for-bottle accountability from the storeroom to the function and back again.

LABOR SAVINGS

With program loaded Backbar Mobiles completely stocked and ready to go, the setup time requirements are significantly reduced. Current program users have reduced the shift duration by as much as one hour per bartender.

Providing bartenders with exactly what they need sharply reduces demand on bar porters for retrieving missing or depleted items. With setup events streamlined and missing items virtually eliminated, functions can operate smoothly with less labor. Current program users have reduced bar porter labor by 25%-40%.

BEVERAGE COST

By having exacting control of valuable inventory at every stage of the inventory cycle, unaccountable losses are reduced. Bottle for bottle exchange prevents inventory from being lost or stolen. Secure storage in the delivery phase also reduces breakage. Empty and partial bottles return to the central storage area allowing consumption to be measured precisely. This also creates a mechanism for monitoring pour size by reconciling inventory usage with cash receipts. The elimination of these common areas of inventory loss reduces overall beverage costs for the department. Current users have estimated that their beverage costs were reduced by 5%.

CAPACITY

A standard Mobile Supplier for Backbar accommodates the following quantities of bar inventory:

- (32) 750 ml Bottles
- (72) 325 ml Bottles
- (80) 12 oz Bottles
- (32) 750 ml Bottles of Wine

Average revenue capacity per Backbar Mobile is \$3,000 to \$4,000