



## FLAIR BARTENDER ACADEMY

Flair Bars Guide to being the perfect bartender, a salesperson and a mixologist, all with a shot of flair.



# CONTENT

# ABOUT FLAIR

At Flair Bar, we concentrate on the essence of what makes a regular person a true bartender. The first step is professional service, customer relations, and sales skills. We then add style, sophistication and flair to the mix, shake it up a little and garnish it with entertainment!



10 Years Operating



Service Excellence



Global Service



Winner of multiple awards



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[www.flairbar.co.za](http://www.flairbar.co.za)

# Hi! WELCOME TO THE F.B.I

## *Flair Bartender Institute*

Welcome to the F.B.I - Flair Bartender Institute. This is a division of Flair dedicated to educating people in the food and beverage industry on how to provide a level of service fit for royalty.

Flair Bar has carefully selected a team of the most experienced, and respected trainers the country has to offer. This, together with our state of the art training facilities enables us to internally train all your staff to an elevated level of expertise.

We train staff internally to work behind your bars so that they can dispense alcoholic and non-alcoholic beverages to consumers from behind the bar with confidence and maturity, always focusing on the customer's needs whilst constantly improving his/hers levels of service, knowledge and customer relations.

Why not outsource your training and allow us to elevate your service standard.





# COURSES

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# 1

# INTRO TO BARTENDING

## 1 DAY

Designed for the person with little or no bar knowledge, as well bartenders who wish to brush up their speed and knowledge of serving and selling. Our 1 day bartending course covers what is required to be a speed service bartender.  
In 3 hours we cover the essentials of bartending and incorporate a bit of 'flair' into the mix to produce stylish speed service bartenders

### *Course breakdown*

- 1 x 3 hour session
- Recommended for Use in-trade and beginners
- Designed for the person with little or no bar experience to up their skill level
- Course weight: 40% Practical 60% Theory

### *Course work*

- Product/Equipment knowledge (Using product knowledge to enhance guest experience)
- Strategic Set up
- Equipment
- Remembering orders
- Service excellence (speedy and stylish service)
- Standard drink recipe
- Pouring methods (increase speed and accuracy of service)
- Opening and closing stock taking duties
- Customer relations
- Self service (how to get better tips)

ONCE COMPLETED THE TRAINEE WILL RECEIVE A CERTIFICATE STATING ATTENDANCE AND FLAIR LETTER OF REFERENCE

COST: R850 FOR ONE PERSON – IF A CANDIDATE ARRANGES 4 FRIENDS – THEY WILL RECEIVE A 50% DISCOUNT

IF THE CANDIDATE ARRANGES 8 FRIENDS – YOU WILL RECEIVE YOUR TRAINING FOR FREE.



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# COCKTAIL CRASH COURSE:

## 1 DAY

First time cocktail course/Refine your skills

### *Course breakdown*

- 1 x 4 hour session
- Recommended for first time cocktail bartenders and inexperienced cocktail bartenders.
- Course Weight 15%Theory, 85% Practical
- 10 Min practical test including free pouring test

### *Course work*

This Course covers all the basic fundamentals of Mixology, Sales techniques including up selling and suggestive selling and providing the knowledge of Drink Creation/serving methods

(Build/layered/Muddled/shaken/stirred/bottled), the history of cocktails and intro to mixology.

Trainees will learn how to create a variety of the above mentioned styles of cocktails whilst adding a touch of guest pleasing flair. Learn how to approach guests and serve in a guest pleasing manner. The course will also ensure that the trainees will understand and know how to use a variety of different pouring methods (increase speed and accuracy of service) as well as how to follow standard drink recipes.

(Establishments may supply a list of 4 cocktails from their menu that trainers will focus on if minimum of 4 trainees are enrolled)

The Trainee will have to work 20hrs of practical work with Flair or one of our bars (Vacca Matta, Stones, Keg, Hotels etc to complete his training.

ONCE COMPLETED THE TRAINEE WILL RECEIVE A  
CERTIFICATE STATING ATTENDANCE AND FLAIR  
LETTER OF REFERENCE



## 3 FLAIRTENDER COURSE:

For multiple level flair course: Beginner, Intermediate and Advanced flair courses. It focuses on WFA (World Flairtender Association) principles of bartending to turn anyone into a stylish, sophisticated cocktail bartender. Our interactive method of teaching ensures all trainees receive a complete understanding of the fundamentals to flair bartending.

### *Course breakdown*

- 3 x 3 Hour Sessions - Weekly or tailored to match your skill set.
- Flair Manual.
- Course Weight 20% Theory 80% practical

### *Course work*

- Become a fully qualified Flairtender

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FLAIR LETTER OF REFERENCE





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# INTERNATIONAL BARTENDER COURSE

4 DAY

Designed for people who wish to gain employment or further their knowledge in the bar and beverage industry such as Cocktail bars, Restaurants, Hotels and Cruise ships.

Our 4 day bartending programme is a comprehensive cocktail bartender and basic flair course. It focuses on all the required principles of bartending to turn anyone into a stylish, sophisticated cocktail bartender. Our interactive method of teaching requires the participation of each individual in the class to ensure all trainees receive a complete understanding of the fundamentals of bartending.

## Course breakdown

- 4 x 3 hour session
- Recommended for people who wish to gain employment or further their knowledge in the Bar and Beverage industry such as Cocktail bars, Restaurants, Hotels and Cruise ships.
- Course Weight 50% Theory 50% practical
- Test on the final day to test all theory and practical work (includes free pouring test)

## Course work

- The Fundamentals to: glassware, equipment and the bar area.
- Free pouring and other stylish pouring methods
- The cocktail overview – The making processes, the history of cocktails, the various types and an understanding of mixology.
- Bartenders opening, running and closing duties.
- Bar Ergonomics
- Drink preparation and garnishing.
- Client relations
- The V.I.P service.
- Responsible alcohol service.
- Remembering orders.
- Product knowledge on your preferred brands. (Using product knowledge to enhance guest experience)
- Basic working flair.
- Sales Techniques (Up-selling/suggestive selling)
- Spirits, wine and beer knowledge/service
- Customer service
- Self satisfaction (how to work for your tips)

(ESTABLISHMENTS MAY SUPPLY A LIST OF 4 COCKTAILS FROM THEIR MENU THAT TRAINERS WILL FOCUS ON IF ONCE COMPLETED THE TRAINEE WILL RECEIVE A CERTIFICATE STATING ATTENDANCE AND FLAIR LETTER OF REFERENCE , FLAIR WILL ALSO SEND THE TRAINEES DETAILS TO ASSOCIATED CRUISE SHIP RECRUITMENT AGENCY.



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## BARISTA COURSE:

### 3 DAY

Our course covers all aspects needed by the professional barista - including coffee theory, the perfect espresso pour, micro-textured milk, and latte art. Our training gives baristas the tools to diagnose and solve their own problems, what makes a great barista and the perfect serve

#### *Course breakdown*

- lectures covering coffee theory & coffee preparation - 1/2 day
- intensive, hands-on training - 2 1/2 days

#### *Course work*

- The Espresso machine
- Barista Tools: The Correct Jug, Tamper, Thermometer
- Organizing & preparing work station/areas
- The Grinder – Types of Grinders
- Espresso shot extraction
- Grind, portioning & tamping techniques.
- Over & under extraction
- Milk preparation, steaming & texturing.
- Prepare & serve espresso coffees

- Preparing & serving: Cappuccino, Macchiato, Americano, Caffé latte (basic understanding and principles)
- Daily Maintenance
- Espresso Machine, Accessories, Grinder & Filter
- Equipment

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# HOW DO I APPLY?

Fill out the form Below

NAME:

SURNAME:

ID NUMBER:

DATE OF BIRTH:

CELLPHONE:

EMAIL:

PICK THE COURSE YOU  
ARE INTERESTED IN

INTRO TO BARTENDING

COCKTAIL CRASH COURSE:

FLAIRTENDER COURSE:

INTERNATIONAL BARTENDER COURSE

BARISTA COURSE: