



Thank you for purchasing the FAST Tender bartender testing system. The FAST Tender system has been developed to help bartenders, bar managers and bar owners improve accuracy, speed and efficiency behind the bar. FAST Tender is easy to use and quick to set up behind any bar.

The FAST Tender system is suitable for all skills levels, from novice to professional, and provides a variety of different training scenarios for pouring accuracy and speed. Improved customer service, increased sales and a higher percentage of tips are all possible by testing with the FAST Tender system.

FAST Tender Tools

This kit includes:

‣ **Set Of Five Pour Testers**

With multiple measurements in both ounces and milliliters, the pour testers can be used for a wide range of pours.

‣ **Set Of Five 28oz Shaker Tins**

Industry standard Boston Shaker Tins with a weighted bottom.

‣ **A Two Handed Timer**

Unique timer that requires both hands to start and stop the clock.

‣ **Five Sets Of Recipe Flash Cards**

Carefully selected measured pours and recipe cards representing different applications and levels of difficulty.

‣ **A Check Stand**

The check stand holds the recipe cards up to ensure that they are readable and keeps them off the bar top.

FAST Tender Pour Test

The FAST Tender Pour Test measures the speed and accuracy of a bartender's pouring abilities. Bartenders will pour from a set list of measurements into the Shaker Tins with the Pour Testers inside. Multiple lists of measurements are provided on Flash Cards, with additional blank cards to make your own lists.

The time it takes the bartender to make these pours will be combined with any penalties for over or under pouring or spilling to generate their total time. Bartenders are given a variance of up to 1/8oz (4mL) on each pour, with each additional 1/8oz (4mL) off resulting in a two (2) second penalty. Any spills will also result in a two (2) second penalty.

It is recommended that the FAST Tender Pour Test is used regularly to improve the accuracy and speed of pouring. Many establishments require the FAST Tender Pour Test before the start of every shift behind the bar.

Pour Test Set Up

Bottles

The FAST Tender Pour Test uses a clear, unbranded glass bottle filled with water. This bottle should be labeled properly to not be confused with actual product bottles. Colouring from a splash of cola or juice will also help differentiate this bottle. It is recommended that the pour spout used on this bottle is the same one used for your liquor bottles. FAST Tender will work with any pouring system or pour spout. The Spill Stop #285-50 metal pour spout is recommended as the most consistently accurate free flowing pour spout.

Bar Surface

To set up the FAST Tender Pour Test, line up the 28oz Shaker Tins on the bar. Place the Pour Testers inside the Shaker Tins. Be sure to have the FAST Tender Timer set up between the bartender and the line of Shaker Tins for easy access.

Pour Test Execution

FAST Tender House Pour Test

This pour test requires the bartender to make five pours of the same measurement, typically one of the bar's "house" or standard pours. Once the Shaker Tins, Pour Testers and Timer are set up, the bartender will place both hands on the Timer. The bartender needs to wait for the light to turn green on the Timer before they can lift their hands and start their time. They will use the set up bottle to complete the five standard pours. As soon as they are done, the bartender will put the set up bottle back in the speed rail and then put both hands back on the Timer to stop it. A supervisor or administrator of the pour test should watch for spills during the various pours. The Pour Testers are then pulled from the Shaker Tins to check on the accuracy of the pours. Please refer to the scoring section in these instructions to determine the total time for this Pour Test.

FAST Tender Multi Measure Pour Test

This pour test requires the bartender to make five pours of different measurements from one of the Flash Cards provided, or from one created by the establishment. The Flash Card is placed in the Check Stand and then on the bar surface facing away from the bartender. Once the Shaker Tins, Pour Testers and Timer are set up, the bartender will place both hands on the Timer. Then the Check Stand will be turned around so that the bartender can read it. The pour test will start when the bartender lifts their hands from the Timer. They will use the set up bottle(s) to complete the five different pours. As soon as they are done, the bartender will put the set up bottle back in the speed rail and then put both hands back on the Timer to stop it. A supervisor or administrator of the pour test should watch for spills during the various pours. The Pour Testers are then pulled from the Shaker Tins to check on the accuracy of the pours. Please refer to the scoring section below to determine the total time for this Pour Test.

Pour Test Scoring

The scoring for both Pour Tests is the same. The bartender's raw time will be combined with penalties for inaccurate pours and spills. For each pour, the bartender will be given up to a 1/8oz (4mL) variance for the required measurement. For each 1/8oz (4mL) over or under of the required measurement, a penalty of two (2) seconds will be added to the bartender's raw time. Each 1/8oz (4mL) off for the targeted pour can be represented by a check mark on the FAST Tender Score Sheet for each pour. For each spill, a penalty of two (2) seconds will be added to the bartender's raw time, which can also be represented by a check mark on the Score Sheet. To calculate the bartender's total time, combine their raw time with their penalties.

Once a bartender has completed a given Pour Test several times, their times can be compared to look for areas of improvement or change. As well, the introduction of a second set up bottle can add another layer of skill to eventually increase the speed and efficiency of the bartender's pouring with both hands.

FAST Tender Speed Test

The FAST Tender Speed Test measures the speed and accuracy of a bartender's drink making abilities. Bartenders will create drinks from a set list as quickly as possible. Multiple lists of drinks at different skill levels are provided on Flash Cards, with additional blank cards to make your own lists.

The time it takes the bartender to make these drinks will be combined with any penalties for missing or wrong ingredients, spilling during their pours as well as any improper or unsanitary procedures, to generate their total time. Bartenders are given a two (2) second penalty for any missing or wrong ingredients in their drinks, while any spills will result in a two (2) second penalty.

It is recommended that the FAST Tender Pour Test is used prior to testing bartenders on the FAST Tender Speed Test to confirm their accurate pouring abilities. The tests can also be combined, with the liquor pours from the Speed Test drink lists being made into the shaker tins with the pour testers and the other drink ingredients going into the actual glassware.

Speed Test Set Up

Bottles

The FAST Tender Speed Test uses water, not actual liquor, to help reduce training costs. For best results, it is recommended to save empty bottles for all of the products listed on the Flash Cards and then fill them with water for the Speed Test. This includes the light, regular and import beer bottles, which should have the caps lightly screwed back on once they are filled with water. These bottles should be labeled properly to not be confused with actual product bottles. Colouring from a splash of cola or juice will also help differentiate these bottles. It is recommended that the pour spouts used on these bottles are the same ones used for your liquor bottles. FAST Tender will work with any pouring system or pour spout. The Spill Stop #285-50 metal pour spout is recommended as the most consistently accurate free flowing pour spout.

Bar

To set up the FAST Tender Speed Test, replace the liquor and beer bottles at your bar with the set up bottles as outlined above. The rest of the bar should be set up as it normally is in terms of glassware, ice, mixes and garnishes. Be sure to have the FAST Tender timer set up on the bar surface within easy reach of the bartender.

Speed Test Execution

There are four different skill levels for the FAST Tender Speed Test; Easy, Intermediate, Advanced and Pro. There are five different Flash Cards for each skill level, with additional blank cards to create your own lists. With time and practice, bartenders should increase the level of difficulty at which they are tested to continue to improve their skills.

To start, decide on the skill level at which the bartender will be tested. Have the bartender randomly pick one of the Flash Cards from that skill level without seeing the actual drink list. The Flash Card is then placed in the Check Stand facing away from the bartender, who prepares by putting both their hands on the Timer. Once the bartender is ready, the list will be read out to them and their time will start as soon as they lift their hands from the Timer.

The bartender will make the drinks on the Flash Card list using the set up bottles. As soon as they are done making the drinks, the bartender will put the set up bottles back in the speed rail and then put both hands back on the Timer to stop it. A supervisor or administrator of the Speed Test should watch for the correct ingredients on the drinks, as well as spills during the various pours and the procedures used. Please refer to the scoring section in these instructions to determine the total time for this Speed Test.

Speed Test Scoring

The scoring for the Speed Test will combine the bartender's raw time with any penalties for missing or wrong ingredients, as well as any spills during pours and any improper procedures. The supervisor or administrator of the Speed Test should use the drink recipe list included with these instructions to verify that the bartender has included all of the correct ingredients.

Any spills during pouring in the Speed Test will result in a two (2) second penalty per occurrence. If the bartender forgets to add an ingredient to a drink, or adds a wrong ingredient to a drink, this will result in a two (2) second penalty per ingredient. If the bartender does not make the drinks using the right procedures, for example not shaking the Long Island Iced Tea, or adding in the cola on this drink before shaking it, this will result in a five (5) second penalty per wrong procedure. As well, if the bartender uses any unsanitary procedures while making the drinks, for example scooping glassware in the ice well or sticking their fingers in the drinks while trying to pick it up, this will also result in a five (5) second penalty per wrong procedure. Each penalty can be represented by a check mark on the FAST Tender Score Sheet. To calculate the bartender's total time, combine their raw time with their penalties.

If the Pour Test and Speed Test are combined, with the liquor pours made into the Pour Testers inside the Shaker Tins and the remaining drink ingredients in the glassware, simply combine the scoring from both tests. The bartender's raw time will be combined with any penalties from the Pour Test, as well as any penalties from the Speed Test.

Once a bartender has completed the Speed Test several times at the same level, their times can be compared and tracked to look for areas of improvement or change. As already mentioned, bartenders should strive to increase the skill level of the Speed Test over time to continue the challenge of speed and efficiency.

FAST

- TENDER -

Score Sheet

Bartender Name: _____ Date: _____

Pour or Speed: _____ Level (Speed only): _____

Flash Card #: _____

Penalties

Description	Occurrences	Penalty	Penalty Time
Pour #1		2 seconds	
Pour #2		2 seconds	
Pour #3		2 seconds	
Pour #4		2 seconds	
Pour #5		2 seconds	
Spills		2 seconds	
Missing Ingredient		2 seconds	
Wrong Ingredient		2 seconds	
Wrong Procedure		5 seconds	
		Total	

- make one check mark per occurrence for each penalty, then multiply the check marks by the penalty to get the penalty time

Raw Unadjusted Time _____

Total Penalties _____

Total Time _____

FAST Tender Speed Test Drink Recipes

The following recipes for the Speed Test are found on the Flash Cards provided with this kit. There are four different skill levels for the Speed Test, each building on the previous list. The recipes outline the ingredients and proportions of each drink, how they are made (built, shaken, blended) as well as the required garnish if any. These recipes are based on national standards and can be updated as needed for regional differences. Any discrepancies or changes in recipes lists or ingredients should be agreed upon by the supervisor or administration before beginning your FAST Tender testing.

Easy List

- All drinks on this list are built (poured in the glass over ice) in a short Rocks style glass.
- Not included in these recipes are the light, regular and imported beers.
- The 1oz pour listed can be revised to reflect the standard house pour for these cocktails.

Vodka & Soda 1oz Vodka Fill with Soda Build in Glass Lemon Garnish Short Straw	Rum & Cola 1oz Rum Fill with Cola Build in Glass Lime Garnish Short Straw	Whiskey & Cola 1oz Whiskey Fill with Cola Build in Glass No Garnish Short Straw	Vodka & OJ 1oz Vodka Fill with OJ Build in Glass Orange Garnish Short Straw	Gin & Tonic 1oz Gin Fill with Tonic Build in Glass Lime Garnish Short Straw
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Intermediate List

- Drinks on this list include those on the Easy List, plus the recipes below.
- These drinks all need to be shaken and served over fresh ice before being served in a short Rocks style glass.

Whiskey Sour 1oz Whiskey Fill with Sweet & Sour Mix Shake & Serve Lemon Garnish Short Straw	Gimlet 1oz Gin Fill with Sweet & Sour Mix Shake & Serve Lime Garnish Short Straw	Amaretto Sour 1oz Amaretto Fill with Sweet & Sour Mix Shake & Serve Lemon Garnish Short Straw	Melon Sour 1oz Melon Liqueur Fill with Sweet & Sour Mix Shake & Serve Lime Garnish Short Straw	Cape Cod 1oz Vodka Fill with Cranberry Juice Shake & Serve Lime Garnish Short Straw
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Advanced List

- Drinks on this list include those on the Easy and Intermediate lists, plus the recipes below.
- These drinks are frozen cocktails and need to be blended before being served in a tall Collins style glass.

Strawberry Daiquiri 1.25oz Rum 3oz Strawberry Daiquiri Mix Blended Lime Garnish Tall Straw	Chi Chi 1.25oz Vodka 3oz Pina Colada Mix Blended Cherry Garnish Tall Straw	Melon Colada 1.25oz Melon Liqueur 3oz Pina Colada Mix Blended Cherry Garnish Tall Straw
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Pro List

- Drinks on this list include those on the Easy, Intermediate and Advanced lists, plus the recipes below.
- These drinks are either built, shaken & strained over fresh ice or shaken & topped before being served.

Shaken & Topped - tall Collins style glass

Long Island Iced Tea 0.5oz Vodka 0.5oz Gin 0.5oz Rum 0.5oz Triple Sec 3oz Sweet & Sour Mix Shake Top with Cola Lemon Garnish	Long Beach Tea 0.5oz Vodka 0.5oz Gin 0.5oz Rum 0.5oz Triple Sec 3oz Sweet & Sour Mix Shake Top with Cranberry Lemon Garnish	Tokyo Tea 0.5oz Vodka 0.5oz Gin 0.5oz Rum 0.5oz Melon 3oz Sweet & Sour Mix Shake Top with Lemon Lime Soda Lemon Garnish
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Shaken & Strained – short Rocks style glass

Blue Kamikaze 1.25oz Vodka 0.75oz Blue Curacao 0.5oz Lime Juice Shaken & Strained over Ice No Garnish No Straw	Woo Woo 1.25oz Vodka 0.75oz Peach Schnapps 0.5oz Cranberry Shaken & Strained over Ice No Garnish No Straw	Lemon Drop 1.25oz Vodka 0.75oz Triple Sec 0.5oz Lemon Juice Shaken & Strained over Ice No Garnish No Straw	Kamikaze 1.25oz Vodka 0.75oz Triple Sec 0.5oz Lime Juice Shaken & Strained over Ice No Garnish No Straw	Melon Kamikaze 1.25oz Vodka 0.75oz Melon Liqueur 0.5oz Lime Juice Shaken & Strained over Ice No Garnish No Straw
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Built – short Rocks style glass

Hairy Navel 1.25oz Vodka 0.75oz Peach Schnapps Fill with OJ Build in Glass Orange Garnish	Melon Ball 1.25oz Melon Liqueur 0.75oz Vodka Fill with OJ Build in Glass Lime Garnish	White Russian 1.25oz Vodka 0.75oz Coffee Liqueur Fill with Cream or Milk Build in Glass Cherry Garnish
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Other FAST Tender Applications

The FAST Tender bartender testing system is very versatile and flexible in terms of different applications. In addition to the Pour Test and Speed Test, listed below are some other ways that the FAST Tender system can be used to help motivate your bartenders into becoming faster, more accurate and efficient.

Y **Pre-Shift Pour Test**

To ensure that your bartenders are ready to work their shift behind the bar, a pre-shift pour test will show which bartenders are capable of pouring quickly and accurately, which ultimately helps your customer service and inventory costs. A House Policy that requires bartenders to pass a pre-shift pour test will reinforce this point. Consequences of not passing the pre-shift pour test might include a shorter shift, loss of seniority for the duration of the shift or even being sent home.

Y **Rank Your Bartenders**

Posting the results from FAST Tender test sessions can help promote some friendly competition between your bartenders. This is also an incentive to continue testing with the FAST Tender to improve their skills and climb the rankings of the bartenders on staff. Additional rewards or congratulations can be given out to the bartender who is the fastest overall, or shows the most improvement between one test session and the next. This ranking can also be used to determine shift selection among the bartenders, with the highest rank getting the first pick of the available shifts.

Y **FAST Tender Competitions**

Using the FAST Tender system for a competition is an excellent way to showcase the skills of your bartenders. With the same basic format as the test sessions, a FAST Tender competition can either be with your own in house bartenders, or open to any other local bartenders. This competition can be used as a promotion on an otherwise slow night to draw industry staff and bar regulars to your establishment. Prizes can be awarded for the fastest individuals or teams.

Y **Group Testing and Feedback**

While using the FAST Tender system to test your bartenders, have your other bartenders observe each round and make notes on common errors or possible areas of improvements. After the session is over, discuss how to correct these items as a group to improve overall consistency of the team and eliminate costly mistakes.

Y **Hiring New Bartenders**

The FAST Tender system can be used as part of the interview process to assess the skills of potential new staff. This is a quick and easy way to test their skills and verify that they have the experience and ability to work at your establishment.