

ABCQ Cellar Management Training - Course Outline

1. Introduction to Profit Through Quality:

- The Importance of the draught category to your business
- How poor quality beer can affect profits/consumer confidence
- What is the Perfect Pint?
- The Benefits of serving the Perfect Pint

(module includes theory, two syndicate exercises, consolidation quiz)

2. What is beer?

- Outline the main characteristics of each type of draught product
- Detail how beer is made
- Detail the difference between cask and keg

(module includes theory, brewery tour where applicable, two syndicate exercises, DVD, consolidation quiz)

3. The Cellar Environment

- Hygiene – rules, regulations, best practice
- Temperature – how this can impact on draught quality
- Stock Control – maximizing yields, reducing wastage
- Fault finding

(module includes theory, one syndicate exercise, consolidation quiz)

4. Cask Ale Management

- What is cask ale?
- Stock management, range and throughput
- Handling cask ale from delivery to serve
- Fault finding
- Product Knowledge (specific to Whitbread)

(module includes theory, practical in cellar, consolidation quiz)

5. Keg Management

- What is a keg product?
- Stock management, range and throughput
- Product Dispense Systems
- Dispense Gas systems
- Remote and secondary cooler maintenance

- Fault finding
- Line cleaning
- Product Knowledge (specific to Whitbread)

(module includes theory, one syndicate exercise, practical in cellar, DVD, consolidation quiz)

6. Glass washing and Glass care

- Key hygiene standards for glass washing
- Methods of glass washing
- Renovation treatment
- Fault finding

(module includes theory, practical at the bar, DVD and consolidation quiz)

7. Dispense – Serving the Perfect Pint

- Dispensing the Perfect Pint (by category – cask, lager, stout, cider, small pack)
- In glass temperatures

(module includes theory, practical at the bar, DVD, tasting ‘off’ flavours, consolidation quiz)

8. COSHH and Health and Safety