

PERFECT POUR

OUR POLICY

Every pint is poured correctly.

WHY WE DO IT

A perfectly poured pint will meet food safety regulations and will provide customers with increased perceptions of a quality experience.

DO

- ✓ Follow the guides to pour perfectly.
- ✓ Train staff on pouring techniques.
- ✓ Monitor staff to confirm pouring techniques are always used.
- ✓ Ensure glasses are only handled by staff around the base.
- ✓ Always use the correct glass for the product, ideally branded.
- ✓ Only use a clean, cool, dry and undamaged glass.
- ✓ Only use 'nucleated' glasses for lagers.
- ✓ Only use 'un-nucleated' glasses for cask ales.
- ✓ Refer to individual brand owners pouring specifications.

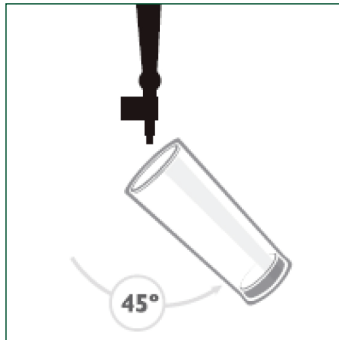
DON'T

- ✗ Re-fill a used glass.
- ✗ Use a dirty glass.
- ✗ Place glasses on the drip tray when filling.

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PERFECT POUR LAGER AND CIDER



- ◆ Glass must be cool, clean, dry and undamaged. Where available, use a correctly branded glass. Hold base of glass at a 45° angle just below tap.



- ◆ Make sure tap does not touch glass. Open tap fully in one smooth action and allow lager to flow down the side of the glass.



- ◆ Straighten glass gradually as it fills, ensuring spout remains above surface of head. Aim for a 10mm deep head.



- ◆ Place on a drip mat, bar towel or counter tray with the brand logo facing towards the customer.

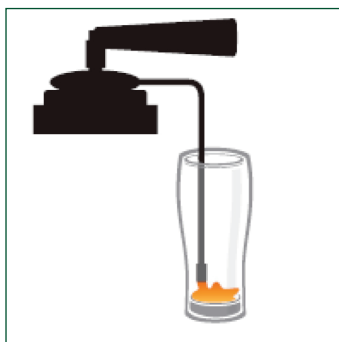
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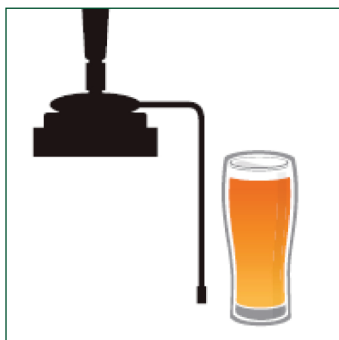
PERFECT POUR CASK ALE, LONG SPOUT



- ◆ Glass must be cool, clean, dry and undamaged. Where available use a correctly branded glass. Hold glass vertically under spout with sparkler touching bottom of the glass.



- ◆ The pump should be pulled with sparkler on the bottom, raising the spout as the glass is filled. But always kept below the head of the beer.



- ◆ Allow to settle. Top-up as necessary, keeping sparkler below head. Aim for a 10mm deep head.

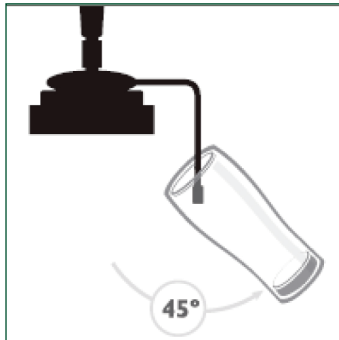


- ◆ Place on a drip mat, bar towel or counter tray with the brand logo facing towards the customer.

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PERFECT POUR CASK ALE, SHORT SPOUT



- ◆ Glass must be cool, clean, dry and undamaged. Where available use a correctly branded glass. Hold base of glass at 45° angle just below tap.



- ◆ Make sure tap does not touch glass and beer. Pull handle smoothly and steadily for each complete stroke, gradually straightening glass as beer rises, until foam reaches brim of the glass.



- ◆ Don't pull the handle in short, quick steps as the beer will not be dispensed any faster and overspill will result. Aim for 10mm deep head.



- ◆ Place on a drip mat, bar towel or counter tray with the brand logo facing towards the customer.

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PERFECT POUR ALES AND STOUTS



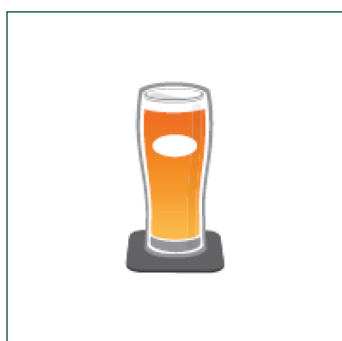
- ◆ Glass must be cool, clean, dry and undamaged. Where available use a correctly branded glass. Hold base of glass at 45° angle just below tap. Make sure tap does not touch glass.



- ◆ Open tap fully in one smooth action and allow liquid to flow down the side of the glass. Straighten glass gradually as it fills, ensuring the spout remains above surface.



- ◆ For creamflow products, rest glass and let beer settle. Allow 2 mins. Refer to brand owner's specifications. Top-up if necessary. Aim for a 10mm deep head.

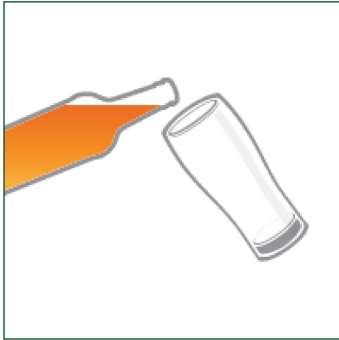


- ◆ Place on a drip mat, bar towel or counter tray with the brand logo facing towards the customer.

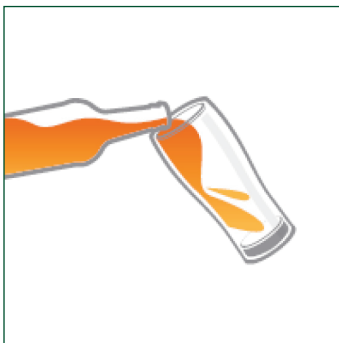
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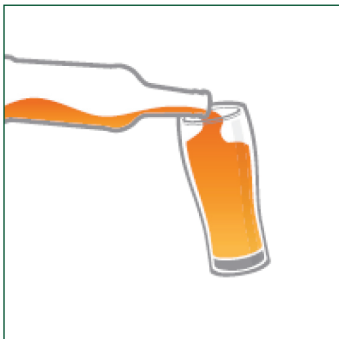
PERFECT POUR BOTTLED BEER



- ◆ Glass must be cool, clean, dry and undamaged. Where available use a correctly branded glass. Hold bottle so neck is about 10mm above glass.



- ◆ Pour beer down the side of the tilted glass. For good hygiene the bottleneck should not touch glass rim or beer.



- ◆ Hold glass by lower half so no finger marks are left where the customer will drink from. At $\frac{3}{4}$ stage, begin to straighten glass while continuing to pour.



- ◆ Place on a drip mat, bar towel or counter tray with the brand logo facing towards the customer.

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