

DRUNCH GUIDE



1. Drunch = Drinks + Lunch.
Lona Drunch is Bottomless Drinks + Lunch.
This is our take on a traditional Bottomless Brunch - but for lunch!

2. We offer 3 different brunch packages (plus vegan options). Package inclusions vary so please review in detail. ALL people on the table must participate in a Drunch package. The table must start & finish their Drunch sitting at the same time.

3. If a patron is late, the group can either wait (if bookings permit), or the late patron joins on arrival but finishes at the same time. When they pay, do not give them the voucher (as the finish time is wrong) they can instead share a voucher of another patron to order their drinks.

4. ALL Drunch packages are ordered + paid via QR code unless customer is unable to, then they may order at bar. This process prevents error. Do not process manually at the bar unless totally necessary.

5. Once a table is seated run them through the ordering process & how Drunch works. You must explain the late policy & that they must all order at roughly the same time as a group when ready to start their package.

6. Ensure you upsell them on Cocktail Drunch, (\$79) Note the food is purchased separately. Cocktail Drunches are issued a wristband once payment is sighted so we can monitor that cocktails are not shared with those on the basic package.

7. Once the patron pays, the bar printer prints a voucher with a barcode. You must write the finish time of the Drunch in large digits with a sharpie on the voucher(s), then site the payment screen from patron then give them a voucher and wristband.

8. Drinks are ordered at bar & voucher scanned to zero off the product on the till. You must cash off the sale. The voucher will automatically expire 2 hours after purchase. If the drinks do not zero off, their Drunch is over. Please check before cashing a sale.

9. Note - we can serve bottles to tables (eg if a few people are drinking mimosa, give them a bottle of bubbles & OJ jug), this saves time. But when the Drunch has 1 HOUR left or less, it's STRICTLY single drinks per person only. This is why the finish time is clearly written on their docket.

10. Note - Wait staff may choose to offer table service for drinks in non peak times. To do this you take drink orders at the table, ask for a voucher (you can use 1 voucher for table) take it to the till to scan when you put the drinks through, then return the voucher to the table.

WRISTBANDS

- PINK: COCKTAIL
- WHITE: BASIC + ZERO DRUNCH

Lona