



Position Title: **Bartender**

Department: **Food & Beverage**

FLSA Status: **Non-exempt**

Reports To: **TBD (GM)**

POSITION SUMMARY:

Prepare beverages and/or serve food for the customer in a prompt and courteous manner while maintaining a high level of quality and consistency.

ESSENTIAL FUNCTIONS:

- Greet guests pleasantly as they approach the bar; promote house drinks and utilize up-selling skills to maximize revenues.
- Prepare beverages requested by customers. Adhere to established pouring standards and drink recipes to provide a consistent product to the guests and to control costs. Coordinate food service with restaurant(s) for bar/lounge guests if applicable.
- Monitor guest behavior and guest alcohol consumption to determine when alcohol service to the guest should cease; notify management of incidents involving excessive alcohol consumption or impaired condition of customers; check identification whenever the age of a guest requesting an alcoholic beverage service is questionable.
- Alert Management of any service and/or safety issues. Make appropriate service recovery gestures according to established guidelines in order to ensure total guest satisfaction.
- Set up bar including all liquor, mixers, ice, garnishes, glassware and supplies. Perform pre- and post-shift side-work (empty/fill ice-bins, prepare garnishments, replenish/store snacks, etc.). Requisition all necessary supplies.
- Inventory unused liquor and beverages. Ensure that all liquor is properly secured before, during, and at close of shift.
- Obtain, count and secure bartender's bank; receive cash and credit payments from customers; give accurate change and balance cash drawer at end of shift.
- Inspect bar daily for cleanliness and attractiveness and inspect all equipment and machinery for proper operation. Sweep and mop bar floor after shift. Wipe down counters, equipment, stools, chairs, tables, and other areas as required.
- Promote teamwork and quality service through daily communication and coordination with other departments.
- Interact with all team members in a professional and courteous manner.
- Attend all employee meetings unless excused in advance.
- Be knowledgeable of hotel property, amenities, promotions and activities.
- Adhere to uniform policy as assigned to position.
- May be assigned management responsibilities during Restaurant Manager's absence.
- Perform other duties as assigned.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

Education:

- High school diploma or equivalent.

Experience:

- At least one year of bartending experience in a hotel, restaurant, bar or other high-volume outlet.

Skills:

- Knowledge of liquor brands, beer, wine, non-alcoholic beverages, designated glassware, preparation methods and garnishments. Formal bartending training preferred.
- Knowledge of bar and restaurant operations including culinary and food safety.
- Knowledgeable of various computer programs, Micros experience preferred.
- Excellent interpersonal and communication skills.
- Must have a strong commitment to customer service.
- Basic reading, writing and math skills.

Other:

- Must be 21 years or older.
- Must possess TIPPS training certificate.
- Requires the ability to work a flexible schedule, including days, nights, weekends and holidays.

This job requires ability to perform the following:

- Ability to walk, stand and/or bend, pull and/or push continuously to perform essential job functions.
- Ability to lift up or to carry 50 pounds and lift lighter objects overhead.
- Ability to have finger, wrist and arm dexterity for repeated use of registers, paperwork, computer keyboard, stapler, and telephones; and handling silverware, glassware, plates and trays.
- Ability to communicate in English, both orally and in writing with guests and employees.
- Ability to work under pressure and deal with stressful situations during busy periods.
- Ability to see and hear to detect and respond to emergency situations.