

Job Title: Bartender
Department: Guest Services
Immediate Supervisor: Guest Service Manager/General Manager

OBJECTIVE

Provide timely, accurate and friendly service while preparing the highest quality beverages for our guests.

PRIMARY RESPONSIBILITIES

- Take beverage orders from guests and servers;
- Prepare and serve alcoholic and non-alcoholic drinks consistent with the Company's standard drink recipes;
- Learns the names and personally recognizes our regular guests;
- Records drink orders accurately and immediately after receipt into the computer system;
- Accepts guest payments, processes credit card charges and makes changes, if necessary;
- Washes and sterilizes glassware;
- Prepares garnishes for drinks and replenishes snacks, appetizers for bar patrons;
- Maintains bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages;
- Clears and resets tables in bar area;
- Presents drink menus, making recommendations and answering questions regarding beverages;
- Maintains cleanliness in all areas of the bar, including counters, sinks, utensils, shelves and storage areas;
- Receives and serves food orders to guests seated at the bar;
- Reports all equipment problems and bar maintenance issues to supervisor;
- Assists the restocking and replenishment of bar inventory and supplies;
- Delivers room service orders as needed;
- Attends all scheduled employee meetings and brings suggestions for improvement;
- Works any shift as needed to ensure the smooth and efficient operation of the restaurant, banquet and room service as directed by supervisor;
- Practices and encourages employee safe-work practices;
- Participates in the documentation of any guest or employee accident or incident;
- Strives to be innovative in new practices to eliminate waste and increase productivity;
- Attends and participates in training events, workshops and conventions as required by the franchising agency, the Company and property owners;
- Communicates and reports to the supervisor or General Manager any incidents or issues warranting management's attention and/or involvement; reports needed repairs or unsafe conditions to supervisor;
- Treats all employees and guests with dignity and respect;
- Strives to maintain a professional, business appearance and attitude;
- Performs other related duties as assigned by supervisor, the General Manager, the property owners and the Manager On Duty.

RELATIONSHIPS

- Internal:** Maintenance: to report needed repairs.
 General Manager: to receive direction and feedback regarding cleanliness and service standards.
 Lounge: to gather glassware for cleaning and return clean glassware.
- External:** Hotel Guests: to provide service and develop an Understanding of guest needs.

QUALIFICATIONS

- Education / Experience:** Must be 21 year of age;
 Speak English clearly;
 Prior bar / banquet experience;
 Working knowledge of beer, wine, liquor and common drink recipes;
- Skills:** Computer skills (data entry)
 Basic Mathematical skills
 Organizational skills
 Interpersonal skills
 Telephone skills

PHYSICAL / COGNITIVE ACTIVITIES

The majority of time in this position is spent interacting with guests, kitchen and restaurant personnel. Therefore, communication skills are strongly utilized daily. Speaking, listening and standing are required.

This position involves several varying responsibilities and often requires an ability to perform multiple tasks simultaneously. Memory, impartial reasoning and prioritizing skills are essential and used daily.

Much time is spent moving about the bar, lounge and dining room areas servicing guest needs. These tasks can involve standing for long periods of time (up to 5 hours), unlocking, opening, bending, stooping, pushing, pulling, lifting up to 20 pounds and climbing stairs.

The preceding job description outlines the primary duties, responsibilities and requirements of the Bartender position. The full scope of the position includes, but is not limited to, each of the described job tasks and expectations.