



B. HOSPITALITY CO

## **JOB DESCRIPTION**

**TITLE:** BARTENDER

**REPORTS TO:** FOH MANAGER and GENERAL MANAGER

**POSITION OBJECTIVE:** Provides food and beverage services to patrons in a friendly, efficient, and professional manner; ensures a positive experience for all patrons.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Greets patrons upon arrival; assists with seating as needed.
- Takes food and beverage orders accurately and courteously; responds to patrons' questions regarding food and beverage items.
- Accurately writes tickets for food items as needed or receives orders from wait staff.
- Maintains complete knowledge of and strictly abides by state liquor regulations; verifies legal drinking age of patrons as needed.
- Makes drinks for patrons utilizing proper recipes, glassware, and garnishes; serves drinks or prepares for wait staff.
- Handles purchasing transactions, which include operating cash register and accounting of daily sales.
- Receives payment from patrons; makes change as needed; issues receipts.
- Clears and resets tables and bar area as needed.
- Prepares all bar mixes and garnishes prior to opening.
- Stocks bar with all necessary items including but not limited to glassware, beer, liquor, mixes, non-alcoholic beverages, and supplies.
- Possesses and maintains thorough knowledge of all beverage selections available and characteristics/description of every wine/champagne on the wine list and by the glass; all designated glassware/garnishes for drinks; all menu items, preparation method/time, ingredients, sauces, portion sizes, presentation, and prices.
- Maintains cleanliness and sanitation at all times; performs closing clean-up duties.
- Resolves patron problems/complaints; utilizes own best judgement in resolving issues or refers to management as needed.

### **QUALIFICATIONS/SKILLS:**

- Thorough knowledge of wines and beers served in bar, mixed drink preparation and techniques.
- Thorough knowledge of state liquor regulations; ability to identify when a patron has had his/her alcohol limit.
- Strong organizational skills; ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Excellent customer service skills
- Professional appearance and demeanor

### **EDUCATION AND/OR EXPERIENCE:**

- 2-4 years of previous Bartending experience in a fast paced setting