



Bartender

Role Overview

The Bartender prepares alcoholic drinks for patrons of the Bistro. The bartender is expected to know the standard drink recipes and mix them quickly and accurately. The Bartender keeps track of wines, beers, liquors, and other supplies, and orders bar supplies as necessary. The Bartender will also work as a Server when required.

Reports to: F&B Manager

Primary Duties & Responsibilities

- Prepare alcoholic and other drinks and serve customers in a professional manner.
- Check identification of customers to make sure they meet age requirements for purchase of alcohol.
- Determine when a customer has had too much alcohol, stop serving and ensure a safe ride home is arranged.
- Accurately take food and beverage orders from customers and ensure these are given to the appropriate person to execute (i.e. kitchen staff).
- Maintain full knowledge of all menu items.
- Serve food and beverages in a prompt, professional, and courteous manner.
- Clean designated areas, including opening and closing routines, maintaining all hygiene requirements.
- Clean tables when it is apparent that customers have finished their food or drink.
- Ensure that customers are correctly charged, present the bill and take payment from the customer in accordance with the Bistro cash handling procedures.
- Work as a team - open communication with front-end colleagues and kitchen staff.
- Accurately process daily cashouts.
- Participate in promotional activities.
- Adhere to established schedules.
- Maintain a favorable working relationship with all other company employees and guests to foster and promote a working environment that maximizes morale, productivity and efficiency.
- Maintain a professional appearance, demeanor, and attitude at all times.
- Attend meetings and training courses as required.



- Other duties as assigned.

Requirements

- Minimum 1 year of bartending experience.
- ProServe certification.
- Proven strong customer service skills.
- Ability to effectively communicate both verbally and in writing.
- Ability to work well under pressure.

Working Conditions

- Manual dexterity required to use computer and peripherals.
- Overtime as required.
- Lifting or moving up to 20lbs may be required.
- Exposure to extremely hot and extremely cold liquids, barware etc.
- Ability to work a flexible work schedule, weekends and holidays will be required, as well as mornings and evenings.