



BARTENDER JOB DESCRIPTION

Department: Front of House Operations

Reports to: Job Group Manager, General Manager, or Manager on Duty

Typical Work Week: 30 – 40 hours

Position Summary: As a bartender, you must be knowledgeable, energetic and friendly, possess exceptional communication skills, and take pride in the restaurant's bar program. A guest's dining and/or bar experience should be equally enjoyable and you play a major role in overall picture. Remember, consistency is a key element in a positive guest experience. ***We achieve this by strict adherence to recipes, procedures and checklists.*** Your individual personality should shine through; use it to your advantage. You should be organized, and able to think and act quickly and effectively while retaining self-composure. Be guest sensitive and possess a sense of timing. Take pride in punctuality and personal appearance, and show dedication to your job. Display integrity and honesty in all aspects of your employment.

Major Responsibilities: Primary duties and responsibilities include, but are not limited to, the following:

- As a hospitality company, the number one responsibility of every employee, regardless of position, is to provide excellent customer service and to create a warm, inviting, and hospitable environment for our guests and each other.
- Must pass handbook, service, food, liquor, wine, beer, and alcohol awareness, point of sale system, and cocktail recipe tests with score of 90%, or better, before working solo shifts, and then periodic tests.
- Welcome each guest personally within two minutes. Learn guest's names, occupations and favorite cocktails and make them feel appreciated. Communicate with guests using clear and enthusiastic words, tone and body language.
- Report to work on time in neat, cleaned and pressed attire following restaurant guidelines. Well groomed hair and personal hygiene are essential; jewelry, perfume or cologne must be subtle.
- Work as a team with all staff to provide exceptional guest service.
- Work with fellow staff members to keep bar cleaned and organized.
- Measure, mix, shake, garnish and serve alcoholic and non-alcoholic beverages for bar patrons and dining room guests following house guidelines and recipes.
- Able to accurately use point of sale computers with strict adherence to Rock and Brews Bar Accountability System. Able to accept different types of payment and make correct change.
- Be attentive and anticipate needs of the guest. Follow one-third rule when offering another cocktail. Be alert for guest signals (raising of hand, looking directly at you, etc.), and acknowledge guest so they know you will be right there.



- Check identification of guests to insure legal drinking age. Refuse to serve beverages in a polite manner to guests who are not of legal age. Don't hesitate to ask a manager for assistance.
- Observe guest's behavior in consumption of alcoholic beverages, count number of cocktails consumed, and offer assistance, if they need it. Be proactive and don't hesitate to ask a manager for help.
- Other duties as directed by training materials, memos and checklists.

Essential Physical Requirements:

- Walks and stands during entire shift.
- Continuously reach, bend, carry, stoop and wipe.
- Remain stationary for long periods of time.
- Frequent washing of hands following Health Department Guidelines.
- Able to lift up to 35 lbs.
- Dangers may include, but are not limited to: slipping, tripping, falling, and cuts.
- You must be of legal age to serve liquor according to state law.

Knowledge, Skills and Requirements:

- Basic mathematical skills and money handling.
- Basic reading skills.
- Basic computer skills.
- Prior knowledge of beer, wine, liquor and cocktail recipes.
- Excellent communication skills.
- Organizational skills.
- Multi-task oriented.
- Knowledge of workplace safety procedures.
- State food handler's or alcohol compliance cards.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.



This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

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