

## **The Great American Bistro Position Description Bartender**

<b>REPORT TO:</b> Assistant Manager	<b>EXEMPT:</b> <u>Non-Exempt</u>
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### **SUMMARY**

This position plays a major role in a guest's dinner and/or bar experience. Consistency is a key element in a positive experience, which is achieved by always following recipes. A bartender must be friendly, outgoing and possess good communication skills. A bartender should be organized and able to think and act quickly and effectively while retaining self-composure.

### **DUTIES AND RESPONSIBILITIES**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to pass Responsible Service of Alcohol Test with a score of 90% or better.
- Welcome each guest personally within 30 seconds.
- Communicate with guests using clear and enthusiastic words, tone and body language at all times. Make guests feel appreciated through bartender's actions.
- Work as a team with all The Great American Bistro's personnel to maintain an effective atmosphere and an efficient food and beverage service.
- Work with others to keep all areas cleaned and stocked to The Great American Bistro's standards at all times.
- Mix, garnish and serve alcoholic and nonalcoholic drinks for patrons of bar and dining room following standard recipes.
- Ring drink orders into computer immediately, collect money from guests for drinks served and make change.
- Arrange bottles and glasses to maintain an attractive display in agreement with The Great American Bistro's standards.
- Wash and sterilize stemware.
- Be attentive! Offer assistance before the guest has to ask for it.
- Count drinks guests are served.
- Place current bar tabs in front of guests at all times.
- Monitor and ensure that no guest receives more than the allowed number of drinks.
- Anticipate your guests' needs. Follow the half-full rule when offering another drink. Be alert of guest signals (raising a hand, making eye contact, etc.), and acknowledge the guest to let them know the bartender will be right with them.
- Learn guests' names, occupations and favorite drinks. This will make The Great American Bistro a special place for them.

- Serve alcohol responsibly. Should a guest reach the state where the bartender does not feel the guest should drive, supply a taxi. Do not hesitate to ask for management intervention if necessary.
- Report to work in a neat and clean uniform. Well-groomed hair and personal hygiene are essential.
- Perform other duties as directed.

## **QUALIFICATIONS**

- Prior experience as a bartender.
- Prior experience working in a restaurant.
- Basic knowledge of beer, wine and spirits, and familiarity with standard drink recipes.
- Must be 21 or older.
- Must maintain an applicable state health and/or alcohol compliance card.
- Customer Focus.
- Communication Proficiency.
- Organizational Skills.
- Stress Management/Composure.
- Time Management.
- Availability to work evenings and weekends, including holidays.
- Must be eligible to work in the United States.
- Must agree to background and credit check.

## **WORKING CONDITIONS**

This job operates behind the bar and may be working in close proximity to co-workers. The noise level in the work environment can be loud. Hazards may include, but are not limited to, cuts, slipping and tripping.

## **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Walk and stand during entire shift.
- Continuously reach, bend, lift, carry, stoop and wipe.
- Remain stationary for long periods of time.
- Frequently wash hands.
- Be able to lift up to 50 lbs.
- Be able to manipulate fingers, hands and arms to cut, measure, pour, serve, carry and wipe.
- Be able to hear and talk.
- Good close and distance vision and ability to adjust focus between the two.

- The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

### **DIRECT REPORTS**

This position has no supervisory responsibilities.

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<b>HR Authorization Signature:</b>
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<b>Manager Authorization Signature:</b>
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### **DISCLAIMER**

The disclaimer indicates that The Great American Bistro job descriptions do not typically include every duty or responsibility that a person in the role may be asked to perform. In addition, a statement is included regarding nonessential functions of the job, such as “May be required to perform other related duties as assigned.”