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|  Job Title: | **Bartender** | **Division:** | Restaurant/Banquet |
| **Reports To:** | Restaurant Supervisor | **Original Date:** | January 2021 |
| **Number of Direct Reports:** |  | **Revision Date:** |  |

**JOB SUMMARY**

Reporting to the Restaurant Supervisor an enthusiastic Bartender to provide an excellent guest experience. Good Bartenders will be able to create classic and innovative drinks exceeding customers’ needs and expectations. Compensation includes salary and tips.

**DUTIES & RESPONSIBILITIES**

The following is a list of the essential duties and responsibilities of this job. The tasks and time spent performing each task may vary as business needs require. The management of Exit 153 Restaurant / Amsterdam Inn & Suites maintains the right to modify job duties and responsibilities at its discretion.

**Bartender responsibilities include:**

* Preparing alcoholic or non-alcoholic beverages for bar and patrons
* Interacting with customers, taking orders and serving snacks and drinks
* Assessing bar customers’ needs and preferences and making recommendations

**Job brief**

**Responsibilities** :

* Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
* Interact with customers, take orders and serve snacks and drinks
* Assess customers’ needs and preferences and make recommendations
* Mix ingredients to prepare cocktails
* Plan and present bar menu
* Check customers’ identification and confirm it meets legal drinking age
* Restock and replenish bar inventory and supplies
* Stay guest focused and nurture an excellent guest experience
* Comply with all food and beverage regulations
* The washing of all glassware from the restaurant, the bar as well as any glassware fom conferences, events, etc.
* To keep the bar area & bar equipment clean according to Amsterdam Inn & Exit 153 Restaurant standards

**Requirements**

* Resume with proven working experience as a Bartender
* Excellent knowledge of in mixing, garnishing and serving drinks
* Computer literacy
* Knowledge of a second language is a plus
* Positive attitude and excellent communication skills
* Ability to keep the bar organized, stocked and clean
* Relevant training certificate

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Employees who do not possess the requirements for a job at the time of hire are expected to attain the skills, knowledge and abilities required within a specified period of time as agreed upon, in writing, with the Restauarant Supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Characteristic and Ability Requirements**

* Willingness to adhere to health and safety rules
* Approachable, pleasant, polite & well groomed
* Good organizational skills
* Able to work quickly, meet deadlines
* Self-starter and able to work with minimum supervision
* Must be able to understand both oral and written English
* Ability to meet the physical demands of the position
* Able to work various shifts, including weekends and holidays

**Educational Requirements**

* Education Required: High school diploma; hospitality certification is a plus
* Other Education/Certification/Training preferred: Food Safety and Work Safe Training

**Work Experience Requirements**

* Work experience required: Previous work experience as a Bartender
* Job related experience required: Knowledge of mixology & restaurant etiquette an asset

**Other Requirements**

* Must be eligible to work in Canada.

**Technical Requirements**

* Equipment: N/A
* Software: POS Systems
* Other: N/A

**Competencies**

* **Customer Focus** - Efficiently and effectively addressing the needs of our customers by asking questions to identify and understand their needs, interests, and goals. Provide prompt, efficient, and personalized assistance to meet the requirements, requests, and concerns of customers. Ensuring accurate and timely information is provided to our customers and inform them of commitment times or performance guarantees. Follow up with customers following service delivery to ensure issues/concerns are resolved, adjust services based on customer feedback and anticipate the future needs of the customer. Project a professional image of oneself and the organization.
* **Teamwork** – Willing to work as a team by understanding one’s role in a team, choosing the right behaviours and developing constructive and cooperative working relationships with others to achieve the team’s objectives. Effectively communicating within the team to encourage others to express their ideas and opinions, as well as, offer constructive criticism in a supportive and positive manner. Working tactfully and diplomatically to handle conflicts and build consensus among the team members in order to achieve positive results for all parties involved and to provide high levels of customer service. An understanding and acceptance in supporting all aspects of the Exit 153 Restaurant / Amsterdam Inn & Suites, operations as required.
* **Problem Solving and Decision-Making** - Demonstrating an ability to anticipate or identify the existence of a problem and understand its true nature by recalling the information learned previously or seeking additional information relevant to solving the problem. Developing and weighing a variety of high-quality alternative approaches in order to choose the best solution to the problem. Implementing a realistic approach for the chosen solution in a timely manner. Evaluating the outcomes of the implemented solution to assess the need for alternative approaches and to identify lessons learned.
* **Professionalism** - Exhibiting professionalism at all times by maintaining a professional demeanor through one’s conduct and disposition to the guests, displaying traits such as respect, friendliness, honesty and dependability to provide exceptional service. Complying with the specific standards set by the organization regarding appropriate dress and personal hygiene for the worksite. Demonstrating composure with stressful or difficult situations, and accepting criticism tactfully to learn from it.
* **Dependability and Reliability** - Demonstrating consistency and predictability in all aspects of the job by fulfilling obligations and taking accountability for one's work. Complying with organizational rules, policies, and procedures. Diligently following through on commitments and consistently completing assigned tasks by deadlines with minimal supervision. On time for work as scheduled and punctual for scheduled meetings or appointments. Thoroughly checking work to ensure that all essential details have been considered and take prompt action if errors or inconsistencies are noticed.

**Physical Requirements**

* This position requires a moderate level of physical exertion; standing for long periods of time; occasional lifting of up to 25 pounds. A low intensity of sensory effort is required.

**Working Conditions**

* This position requires the individual to perform primarily indoors, in a restaurant environment.

I, , hereby acknowledge that I have received the Job Description and the Tasks for the Bartender position. I have read and understand the aforementioned Job Description and Duties and have received my own copy. I also acknowledge that I was given the opportunity to have any questions regarding my Job Description and Tasks clarified.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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