



Bartender Job Description

Job Title: Bartender Department: Front of the House
Reports to: FOH Manager Job Titles Supervised: None

Primary Duties and Responsibilities:

- Practices proper time reporting (i.e. clocks in and out).
- Arrives to work on time and ready to work.
- Is neat and well-groomed for every shift and in immaculate and proper work attire.
- Understands and adheres to all safety, sanitation, and administrative procedures.
- Provides complete and timely communication to guests and other team members (TMs) throughout the shift.
- Is prepared to conduct weekly maintenance duties.
- Completes all assigned tasks and duties requested by managers.

Before Service:

- Stocks bar with drinks, mixes, garnishes and supplies (e.g., utensils, dishes, liquor, ice) to ensure adequate supplies are available during the shift.
- Attends all pre-shift and food meetings in order to communicate with managers and other TMs to learn of daily special, events, VIP guests, and important shift information.
- Inspects the bar area to ensure that bar top and chairs are clean and polished, floor is swept, glassware is polished spotless, and other details of ambience are attended to.
- Inspects, counts, and records inventory levels in bar area to determine if enough product is on hand for daily operation and to determine stock ordering needs.
- Reads, labels, visually inspects, or smells products to ascertain whether products are fresh and in need of replenishment.

During Service:

- Offers a warm, prompt greeting to guests, introduces self, and engages them in light conversation to build rapport and make them feel welcome.
- Suggests complementary wines, beers and specialty drinks to guests to increase sales and enhance the guest's dining experience.
- Answers guests' questions regarding menu items and ingredients to ensure a high level of guest service, to promote particular menu items, and/or to meet guests' dietary needs.
- Prepares drinks using ingredients and bar equipment to fill guests' drink orders within timing standards.
- Serves alcohol to guests following provincial and local liquor laws and responsible alcohol service procedures to protect guests and the community from injury, protect the restaurant from fines and litigation, and prevent the loss of the restaurant's liquor license.
- Takes guest order – recording any special requests or modifications carefully.
- Enters items into POS system so team knows what beverages and meals to prepare.
- Keeps ticket current and finalizes bill using POS system to prepare it for customer presentation.
- Communicates all issues regarding food orders to the kitchen & management teams.
- Communicates with the kitchen team to determine the reason for delays in food orders to the guest and takes appropriate action to ensure delivery of excellent service.
- Inspects all food orders by comparing plate to order to ensure food items meet guest's order and The Charcoal Group's quality and presentation standards.
- Delivers food in a timely fashion to the appropriate guest seat.

This description is not intended, and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or work conditions associated with the job.

- Handles guests' complaints by listening to their concerns, notifying manager of problems, and solving complaints to ensure guest satisfaction and return visits.
- Returns orders to kitchen or bar, if necessary, to ensure delivery of excellent food and drink.
- Attends to guests' needs by refilling drink glasses, responding to requests, and ensuring the proper pace of food and drink delivery.
- Never turn your head from a standard & always address issues you face.
- Jump in to help out team whenever needed, regardless of "who's job it is".
- Thanks guests as they leave and asks them about their experience at the restaurant to ensure continued satisfaction and to determine if they need additional service.
- Visits with guests at the bar by asking them about their meals and engaging them in light conversation to establish and assess guest satisfaction, develop ongoing positive relationships, and promote repeat business.
- Completes transactions with various forms of payment using POS system to ensure proper payment for food and beverage orders.
- Decants wine upon guest's requests.
- Fills all service orders quickly and efficiently.
- Communicates any product shortages to servers and managers in order to ensure accurate information about our menu is provided to guests.
- Ensure the bar area remains clean throughout the shift to provide a pleasant atmosphere for guests.

At the end of the shift:

- Wraps, dates, labels, and rotates extra product to keep product fresh and to maximize product shelf life.
- Cleans bar equipment by disassembling and reassembling pieces according to established procedures to ensure equipment is clean and ready for later use.
- Checks out with a manager before leaving to ensure all duties and sidework have been completed/performed to standard & to ensure all restaurant monies have been collected.
- Retrieves print-out of sales, prepares checkout and cashes out with the manager to ensure that all restaurant monies have been collected.
- Leaves all areas neat and organized in preparation for the following day's opener.

Minimum Requirements:

At least one year previous bartending experience in a comparable atmosphere.

Ability to communicate (verbally and in writing) in English.

Must be 18 years of age.

Ability to understand and follow direction from others.

Ability to perform basic math functions.

Must have Smart Serve certification.

Physical Requirements:

Ability to bend at the waist and lift items up to 50lbs to waist level.

Ability to frequently climb and descend flights of stairs as well as ladders.

Ability to carry items of up to 50 lbs.

Ability to move items up to 30 lbs for distances of up to 25 feet.

Ability to remain standing and active for an 8-12 hour shift.

Ability to tolerate exposure to cold temperatures (below -18°C) at times throughout the shift.

Ability to hear, understand, and respond to TMs' and guests' requests in a loud environment.

Skill and co-ordination at using hands to write, pour drinks, carry several drinks at once, and cut garnishes.

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