



## **Bartender Job Description**

### **BARTENDER JOB OVERVIEW:**

The role of the Bartender is to serve the guests in a friendly sincere manner, and guarantee them the best possible experience at The Unofficial. The Bartender is also responsible for polite and respectful conduct toward coworkers.

### **GENERAL RESPONSIBILITIES:**

- Communicate with manager and other coworkers regarding needs of guests
- Monitor and manage guests' alcohol consumption
- Monitor guests' dining experience keeping water/ soda glasses full, offer refills for alcohol.
- Participate in a team environment helping coworkers with completion of all assigned tasks
- Communicate efficiently with management any issues relating to station readiness
- Communicate efficiently with management any issues relating to a safe and comfortable work environment
- Conduct yourself in accordance to The Unofficial's Core Values
- Thoroughly clean station on a daily basis at completion of shift and any other assigned cleaning projects
- All other duties as assigned

### **SHIFT DUTIES (Included, but not limited to):**

Here is a general list of responsibilities to give an understanding of what will be done during a shift, but the responsibilities as a member of The Unofficial's team are not limited to this list.

- Warmly greet and pitch the bar guests in a friendly and sincere manner.
- Ensure quality food and beverages for your guests.
- Up-sell and suggestive sell at every opportunity.
- Communicate with and supports all staff to serve the guests.
- Guide and monitor the guests dining experience.
- Anticipate and exceed your guest's expectations.
- Keeps Management informed of potential problems.
- Work as a team and use positive communication skills at every opportunity.
- Interact with regular customers in an engaging manner while still paying attention to every guest.
- Present accurate bills and collects payments.
- Clean, stock, and maintain workstation throughout shift.
- Ensure that all beverages, mixers and garnishes are prepared according to posted specs.
- Be diligent about cash handling to ensure accurate drops.
- Provide a quality guest experience as outlined in the Training Manual.

### **POSITION REQUIREMENTS:**



- Must be able to work in a fast paced, high energy, and physically demanding environment for periods of up to 10 hours in length while maintaining a professional and positive demeanor.
- Must have a good sense of balance, be able to bend and kneel and have the ability to lift bus pans and trays frequently weighing up to 50 pounds 60% of the shift.
- Will spend 98% of the time standing and walking.
- Must be able to speak clearly and listen attentively to guests and other employees.
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.
- Must be able to speak the primary language of the restaurant, appropriate to its location.

**REPORTING STRUCTURE:**

The Bartender reports directly to the manager or shift lead on duty.

**TEAM ENVIRONMENT:**

- Provide help to any coworker whenever possible.
- Request help immediately when needed for any reason.
- Communicate with coworkers in a professional and courteous manner.
- Set a good example through attitude, involvement, and positive influence.
- Report employee relation issues of a sensitive nature to management.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

A high school education or equivalent is preferred, but not required. Minimum of 2 years experience in a full service, high volume restaurant required with bar experience.

**UNIFORM REQUIREMENTS:**

- Pants or Shorts
  - Clean and appropriate
    - No rips, spots or stains
    - Must cover skin
- Slip resistant, comfortable, closed toed shoes
  - Must allow you to work for period of up to 10 hours on your feet
- Clean “The Unofficial” shirt or hoodie
- Pens
- Bottle opener
- **Management has the authority to accept or reject any aspect of the uniform**

**TRAINING REQUIREMENTS:**

The Bartender will be expected to complete up to 2 weeks of training where all policies and daily procedures of The Unofficial and specifically your job will be introduced. The Bartender must memorize the floor charts, seating numbers and store layout. The Bartender must have an excellent working knowledge of all beverage lists and cocktails, menu ingredients, computer system and pass all quizzes/tests prior to being scheduled for a shift.

Employee Name (Print)	Employee Signature	Date

Manager Name (Print)	Manager Signature	Date