

## JOB DESCRIPTION

<b>Job Title:</b>	Bartender
<b>Responsible to:</b>	Restaurant and Bars Manager
<b>Key Liaison:</b>	Internal Clients – All Departments External Clients – Members, Spa Clients, Hotel Guests, Corporate Guests

### Scope and Purpose of Role:

A bartender provides a welcoming environment to ensure a high level of customer satisfaction in addition to serving drinks. Duties and responsibilities will vary between the bar, restaurant and Spa. To consistently achieve the service and product delivery standards for the department with a high degree of customer care and service at all times.

### Key Responsibilities:

1. To be responsible for the daily cash handling, end of session cashing up (following the hotel procedure) and the safe delivery of monies to reception.
2. To understand and comply with the Weights and Measures Act 1963 and Customs & Excise Act 1952.
3. Verifying the age and checking the identification of potential customers.
4. To follow correct opening and closing procedures as per hotel shift standards.
5. To be responsible for the upkeep, cleanliness and general maintenance of all beer dispensing equipment, in line with COSHH regulations.
6. To ensure bar is stocked to required levels, reporting any shortages to the Departmental Manager.
7. To be responsible for checking-in liquor and soft drink deliveries to company procedure.
8. To maintain the correct and safe storage of liquor within the building.
9. To complete a docket for every transaction and fill in a requisition form for any items required from the cellar.
10. To ensure the bars are clean and tidy before each service in accordance with the departmental cleaning list.
11. To ensure the bars are cleared after each service, lights and music switched off, doors and windows locked.



12. To keep back of house areas clean and tidy, i.e. still room / hotplate / glass wash areas / cellar / chapel.
13. To ensure the bottle bin area is kept safe and tidy at all times.
14. To be flexible in assisting around different areas of the hotel in response to business and client needs.
15. To give input and ideas from functions and shifts, using the hand-over diary provided to enhance communication.
16. To take ownership over various tasks that are set by the Departmental Manager.
17. To obtain and sign for any keys required and ensure their security at all times.
18. To provide knowledgeable and creative drink recommendations.
19. Keeping up to date with the latest drinks trends.
20. To ensure that all guests pay/sign for their meal/drinks before leaving the lounge/bar areas.
21. Any task deemed reasonable as requested by Management
22. To provide all customers with a professional, helpful and friendly service at all times. To promote an attitude of caring and co-operation from all staff.
23. To strive to anticipate customer needs to ensure enhanced quality service and in turn customer satisfaction.
24. To treat all internal and external customers in a polite and courteous manner at all times. To give full co-operation to any customer requiring assistance in a prompt, caring and helpful manner. To be flexible in assisting around different areas of the Hotel in response to business and customer needs and carry out reasonable requests.
25. To perform all tasks to a consistent standard as detailed within the Department and to operate within Hotel Key Standards.
26. To demonstrate a pride in workplace and a high level of commitment.
27. To positively contribute to the sales activities within your Department/Hotel, maximising sales opportunities and to demonstrate knowledge of Company products.
28. To minimise operating costs by using all equipment and products in accordance with Company or manufacturers guidelines.
29. Maintain grooming standards and presentation to an excellent level at all times.
30. Attend all communications meetings; Team and Hotel Meetings.



31. Report all maintenance requirements and hazards in the work place to your Line Manager.
32. Take responsibility for your own personal development and keep personal portfolio up to date by attending training sessions and meeting when required and to operate in line with the training or information received.
33. Follow Hand Picked Hotels companies policies and procedures.
34. Ensure all Health and Safety requirements are met.
35. Ensure all training is completed and up to date when required.
36. Ensure Brand Standards are met.

*This job description provides an outline of the major focus areas of the job role and is not exhaustive and subject to amendment from time to time.*

**Job Holder:**

SIGNED:

NAME:

DATE:

**General Manager:**

SIGNED:

NAME:

DATE: