



Private Management for Public Facilities

POSITION DESCRIPTION

JOB TITLE: Bartender	COMPANY: SMG
DEPARTMENT: Food & Beverage	FACILITY:
REPORTS TO: Bar Supervisor/Food & Beverage Manager/Operations Manager	FLSA: Non-Exempt

Summary

This position is responsible for providing high quality customer service during all events, to achieve customer satisfaction and accurate accounting of all transactions, including inventory.

Responsibilities:

- Sets up and services individual beverage locations.
- Properly handle cash.
- Enforce all liquor laws.
- Verify and account for all liquor inventory.
- Maintain proper sanitation of work area.
- Follow proper safety practices in the work area.
- Provide pleasant and efficient service to customers.

Duties:

- Reports to F&B Personnel in appropriate uniform, for assigned location.
- Prepares all beverage items for sale in the station/
- Sells to customers, charging amount indicated on SMG price list.
- Receives and handles cash and/or tickets.
- Accurately verifies all cash and liquor inventory with supervisor.
- Verifies cash register is programmed properly, according to SMG approved sales prices.
- Follows Bar Procedures described on the following page.
- Follows all rules and regulations which apply to the beverage operations and to SMG Food and Beverage Division.
- Requests identification for every guest purchasing alcohol.
- Performs other related duties as assigned by Food Service Manager.

Qualifications:

- Must be at least 21 years of age.
- Must be **LEAD trained** and provide a copy of Lead card.
- Must have ability to take directions and effectively perform the work.
- Must have sufficient math ability to accurately count and handle money.
- Must have basic working knowledge of cash register and cash handling procedures.
- Must speak and understand English well enough to converse with customers, supervisors, and employees.

- Must have a pleasant personality and a neat appearance.
- Must be able to stand walk for the duration of shift.
- Must be able to carry and lift, according to industry standards.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Education and/or Experience

Must have basic working knowledge of cash register and cash handling procedures.

Must have sufficient math ability to accurately count and handle money.

Must have basic working knowledge of bar operation.

Must have ability to follow directions and effectively perform the work.

Must have a pleasant personality and a neat appearance.

Must be TIPS or LEAD Certified.

Must speak and understand English well enough to converse with customers, supervisors and employees.

Skills and Abilities

Positive, customer service oriented attitude at all times.

Strong knowledge of sanitary practices.

Maintains proper grooming and dress code standards.

Work ethic encourages strong urgency and quality in a team environment.

Ability to work with other staff members in the facility.

Ability to undertake and complete multiple tasks.

Attention to detail.

Other Qualifications

Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.

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

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events. This position requires stooping and lifting. Must be able to lift at least 40 lbs.

BAR PROCEDURES

Addition to Job Description for COD Bartender

OPENING THE BAR

You are responsible for doing the following before opening your bar.

1. Verify the following items according to the inventory sheet:
 - the amount of cash issued to you
 - the cup inventory
 - the liquor inventory
 - receipt of a shot glass with FMIC Food and Beverage logo
2. Initial the inventory sheet.

OPERATING THE BAR

The following are the only products to be sold at a Bar:

- Cocktails
- Wine
- Imported/Domestic Beers
- Soft Drinks and Bottled Water

Only use SMG Food and Beverage marked liquor bottles at stations.

Do not pour any liquids from one bottled to another.

Do not open liquor bottles and cup sleeves in advance.

The remains of any bottle stays in it until it is emptied into a shot glass for the next customer.

Open bottles as you work and only open what you will actually use.

Do not re-use cups.

RECYCLING

Dispose of all used paper and plastic drink containers.

Addition to Job Description for COD Bartender

Dispose of all empty aluminum cans and glass bottles in the appropriate recycling containers. Do not recycle liquor bottles.

CLEANUP

Clean bar-top, back table and wipe all bottles.

No used paper or plastic containers are to be stored in back or under the bar.

THERE ARE NO EXCEPTIONS.

CLOSING THE BAR

Prepare for inventory verification.

Keep all discards.

Wait for authorization from the manager on duty before you leave your Bar.

Do not leave the premises until your cash to inventory has been reviewed.

Any deviation from the above outlined instructions will result in disciplinary action.

Note: If you have any questions or do not understand a procedure, do not hesitate to ASK the manager on duty for help. Any deviation from the above instructions will result in disciplinary action.

This job description portrays in general terms the type and level(s) of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training. The company reserves the rights to modify, supplement, delete, or augment the duties and responsibilities specified in the position description, in the company's sole and absolute discretion. Duties other than those expressly specified may be assigned from time to time.

Approved by: _____ Date: _____