

JOB DESCRIPTION

Position	Barback
Reports to	Director Bar Manager Bar Supervisor
Department	Bar Team

Job Summary:

Barbacks are an essential part of the service team within the Beach Club. The Barbacks are required to work closely and assist the bar team. The barback must be knowledgeable and have a perfect understanding with regards to all our beverage products. You are required and not limited to maintaining a clean, well-stocked and inviting bar area. You are expected to be attentive and responsive and available throughout the day, your area perfectly attended ensuring cleanliness and working professionally and closely with the bar staff.

Main Duties

- Acknowledge clients with a smile, happy, friendly and professional attitude.
- Ensure you are knowledgeable with regards to all the beverage products and any relevant changes on and throughout the day. This extends to allergy information, ingredients etc.
- You must follow the opening and closing procedures accordingly
- It is your responsibility to set up the bar and make "mise en place" before operation.
- You must be aware of and understand financial targets and minimize wastage.
- Ensure your area is clean, safe and well-maintained including communal work stations. Adhering to hygiene, health and safety and best practice standards.
- You must display bottles and glasses in an attractive and functional manor
- Ensure that the bars are stocked up to par levels
- You must be present, attentive and responsive
- You must work closely with the Bartenders
- You must be confident in the correct service procedures and presentation standards
- Maintain impeccable bar area throughout the day, clearing and replenishing the bar stations •
- Daily basic cleaning tasks as directed by the supervisor
- To be punctual with an exceptional appearance in full uniform and appropriate footwear.
- Work closely, assist and communicate with your supervisor and floor staff listening and understanding instruction paying attention to what is happening around you, consider other barbacks, bartenders and encourage teamwork.
- You must be available to answer questions, queries and deal with customer issues effectively, ensuring the client's needs are met throughout the whole of their visit, seeking guidance from floor staff and supervisors when necessary.
- Understand and communicate all of the beach club products and services when needed
- Understand the infirmity procedures and alert security/supervisors/lifeguards with regards to anyone in need of medical attention.
- The Barback must be energetic, fun and always professional willing to approach and engage with clients throughout the duration of their visit taking the time to listen and express interest. To provide exceptional customer service, a great work attitude and professional service to ensure the clients overall experience.

Requirements

You must have an aptitude for life and a great work ethic. You must speak good English, Spanish and other languages being a huge advantage. A good team player but self-motivated, flexible and have integrity in dealing with others incorporating great customer service. You must be fun, confident, lively and energetic. Willing to always improve and learn new skills and be client focused.