

JOB DESCRIPTION

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

Job Summary:

Welcome all clients to our bars ensuring a happy, positive and friendly impression of the Beach Club. The bar tenders will assist the Head Bartender to ensure the highest quality of service and quality beverages according to set standards and recipes and always striving to minimize wastage. This will be executed in a friendly, professional and timely manner holding natural conversation and delivering with the highest of standards and best practice. The server must be knowledgeable and have a perfect understanding with regards to all our products and menus. You are expected to be attentive and responsive and available to clients needs throughout the day, your area perfectly attended ensuring cleanliness and working professionally with other team members. It is your responsibility to ensure that the clients receive the best possible experience and that all client queries and complaints are dealt with professionally and efficiently. The bartender must always have an exceptional appearance, be energetic and comfortable interacting with clients. The bartender will be comfortable using his/her knowledge to up sell where possible and provide an overall exceptional beach club experience to new and existing clients.

Main Duties

- Welcome all guests with a smile, happy, friendly and professional attitude introducing yourself and presenting the clients with all relevant menus and information
- 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.
- To understand and have knowledge of all products to up sell and understand clients' needs making suggestions where possible
- 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.
- Prepare all beverages to the highest level of quality and ensure that drinks are poured to measure and according to recipe.
- You must be aware of and understand financial targets and minimize wastage.
- Ensure your area is clean, safe and well-maintained including communal workstations. 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
- Take all orders quickly and efficiently ensuring waiting times are kept to an absolute minimum and within our best practice
- You must work closely with the bar backs supervising and directing.
- You must be confident in the correct service procedures and presentation standards (bottle service, opening and pouring champagne, wine etc.)
- Maintain impeccable service throughout the day, clearing and replenishing and ensuring satisfaction with products and service.
- Accepting cash and card payments correctly and working efficiently and accurately with the till system ensuring receipts and change are issued. The bartender must ensure the financial integrity of the company through strict cashiering accountability and adhering to the company cash control procedures.
- 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 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 Bartender 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 at least 2 years' experience in an energetic fast-paced bar tending position any additional service skill is a huge advantage (mixology) 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.