

## JOB DESCRIPTION

**Position** Drink Runner

**Reports to** Director  
Floor Manager  
Area Supervisor

**Department** Service Team Food and Beverage

### Job Summary:

Drink runners are an essential part of the service team within the Beach Club. The drink runners are required to work closely with the bar team and floor staff to deliver beverages in a friendly, professional and timely manner to the beds/tables. The runner 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 floor 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 floor staff.

### Main Duties

- Deliver beverages to the beds/tables with a smile, happy, friendly and professional attitude, quickly and efficiently. Ensuring waiting times are kept to an absolute minimum and within our best practice
- Ensure you are knowledgeable with regards to all the beverage products leaving the bar and the order is accurate
- Maintain impeccable service throughout the day, clearing and replenishing and ensuring satisfaction with products and service.
- Assisting the floor staff to replenish drinks, stock and other client needs
- You must ensure cleanliness and support for the floor staff. Ensuring your area is clean, safe and well-maintained including communal workstations
- You must be present, attentive and responsive • Responsible for duties during the set up and clean down of the beach club
- Adhering to hygiene, health and safety and best practice standards.
- You must be confident in the correct service procedures and presentation standards.
- You must work closely with the bars and floor team to ensure the overall smooth operation
- 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 listening and understanding instruction paying attention to what is happening around you.
- 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 where needed
- Understand the infirmary procedures and alert security/supervisors/lifeguards with regards to anyone in need of medical attention.

## **Requirements**

You must have experience in an energetic fast-paced service environment any additional service skill is a bonus. Physically able to work with heavy loads You must have an aptitude for life and a great work ethic. Spanish and good English are essential, and languages are an advantage A good team player but self-motivated and integrity in dealing with others incorporating great customer service. Willingness to always improve and learn new skills and be client focused.