

BARTENDER

Job Code:	RMZA	Reports To:	Operations Managers
Pay Rate:	\$9.30 per hour plus gratuities		
Department:	Operations	Date Posted:	November 30 th , 2011
Status:	5 Casual Positions		

Essential Functions:

- Know and comply with all ARAMARK and client policies and procedures regarding safety, security, and emergencies.
- Greet all guests as they enter the bar in a timely manner – delivering exemplary customer service.
- Maintain a watch for underage patrons by checking the identification of customers to ensure they meet alcohol age legal requirements.
- Take orders from guests and assist servers with their guests' drink orders.
- Mix ingredients such as liquor, soda, water, sugar and bitters to prepare cocktails and other drinks. Serve wine and draught or bottled beer and other alcoholic and non-alcoholic beverages.
- Ensure accurate portion control.
- Arrange bottles and glasses to make an attractive display.
- Maintain daily side work –ensuring any required logs are completed in a timely manner.
- Keep accurate accounts and spoilage records.
- Maintain stock and inventory of bar completing relevant logs.
- Order and maintain bar supplies and replenish bar with equipment, food, drink items, glassware, napkins etc...
- Set and clear tables as directed in reception space.
- May be required to take and serve food orders.
- Must be able to develop strong cashier skills - handling cash and credit cards in a safe and accurate manner.
- Must be proficient in counting money, providing guests with change whenever needed. Able to count and balance working bank
- Ensure cleanliness and a pleasant atmosphere of bar area at all times. Maintain cleanliness and product standards and ensure all trash is correctly disposed of.
- Maintain positive attitude in high stress situations.
- Must be able to work with diverse populations in a supportive and positive manner
- Diplomatically handle guest complaints – always be polite and maintain a professional manner.
- May be required to train other employees, educating them on alcohol knowledge and other aspects of the role
- Must be flexible and willing to work a varied schedule.
- Will occasionally be required to work special functions outside of the bar area.
- Incumbent will adhere to the collective agreement in effect
- Must have a Security background records check completed (HR office will coordinate this with the successful candidates)

Required Training:

- Orientation to include: AODA Training, Anti Harassment/Violence Training, Cultural Awareness
- Health and Safety Training
- Safe STEP
- TEAM Alcohol Training
- Smart Serve
- FOCUS on Customer Service

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

