



FREDERICKS

Job Description - Bartender

Report to: FOH Supervisor, Restaurant Manager/Assistant Manager

Prepare beverages for guests and serve them through the bar or through the wait staff. Maintain a clean and organised work environment. Have a passion for food and beverage and providing excellent guest service.

- Assist in creating a warm and welcoming environment for our guests.
- Lead by example ensuring that your behaviour and attitude is focused on providing excellent guest care.
- Respond to all guests' requests and queries promptly in a confident, professional manner.
- Respond to guests' booking requests via email and phone in a confident, professional manner.
- Familiarise yourself with the menu and as much information about the food and beverage offerings available to answer any questions guests may have.
- Mix beverages using an extensive range of ingredients including liquor, bitters, soft drinks, water sugar and fruits.
- Take beverage orders from customers or wait staff and serve drinks as requested, with a strong focus and attention to detail.
- Assess guest preferences and make drink recommendations.
- Collect money for drinks served and provide change as needed.
- Check identification to verify legal age requirements and adhering to the challenge 25 scheme.
- Keep a well-stocked bar with an adequate supply of liquor, beer, wine, mixers, ice, napkins, straws, glassware, and other accessories.
- Clean the bar, tables, chairs, and work area to maintain a sanitary and tidy environment.
- Organise the bar area to streamline drink preparation and inventory.
- Place orders for liquor, beer, wine, and other supplies.
- Slice and prepare fruit garnishes for drinks.
- Plan bar menus and create special offers.
- Create new unique drinks.
- Prepare coffees and other beverages efficiently, effectively, and safely to an exceptional standard, **never** compromising on quality.
- Comply with all food and beverage regulations.
- Be aware of guest intoxication levels and limit guest alcohol consumption where/when necessary.
- Take food and beverage orders and ensure that orders are communicated to the kitchen and bar promptly and accurately.
- Ensure efficient and safe delivery of all food and beverage orders in line with guest expectations, ensuring an exceptional level of service is always maintained.
- Set up, clear and promptly service tables after use to ensure that guests can be seated in a timely manner.
- Ensure that restaurant areas are clean and always well-presented and assist with cleaning and housekeeping duties as required.

- Deal with guest complaints in a friendly and efficient manner, always ensuring guest satisfaction and that guest comments and complaints are reported to management promptly.
- Accurately update stock inventory checklists, and restock items as and when necessary.
- Always maintain a neat, tidy, and professional appearance.
- Ensuring personal cleanliness is to a high standard at all times (uniform, hands, PPE etc).
- Ensure all cash, charge, float and till procedures are carried out in line with agreed practices.
- Prepare all back of house service points regarding expected numbers for breakfast, lunch, and dinner requirements as necessary.
- Assist in the set up and preparation, and provide service duties for functions as required.
- Support the kitchen staff as and when required and in accordance with hygiene and safety regulations.
- Ensure that all front of house and guest areas are maintained at all times, e.g. changing light bulbs, clearing counter surfaces etc.
- Any other duties as directed by the restaurant manager or another member of the management team.

Key Requirements for the Role:

- Experience of working in a similar role and/or environment.
- Accurate and efficient cash handling skills.
- High standard of personal presentation.
- Excellent communication and interpersonal skills with a caring personality and an ability to interact with people at all levels.
- Ability to take initiative and resolve queries in a practical and positive manner.
- Passion for delivering exceptional guest service.
- Courteous and pleasant attitude towards guests and colleagues.
- Good attention to detail.
- Ability to work as part of a team.
- Ability to work under pressure and juggle competing priorities in a busy, fast paced, and challenging environment with minimum supervision.
- Positive and flexible approach to work (weekends and evening work will be required).

Key Performance indicators:

- Demonstrates excellent competency skills, is able to carry out tasks to the required standard consistently.
- Demonstrates good product knowledge e.g. menus, opening times, upcoming events.
- Demonstrates superb guest awareness and focus – always friendly, welcoming and attentive to guests.
- Demonstrates good ability to communicate effectively both with guests and colleagues.
- Demonstrates his/her ability to embrace our core values.
- Demonstrates good enthusiasm, interest, and passion in their work.
- Demonstrates good organisational skills and ability to work well in a busy environment.
- Demonstrates a positive, flexible attitude, is a team player who shows willingness to help other colleagues.