

Job Title: Bartender

Key Responsibilities:

1. Drink Preparation & Service

- Prepare and serve a variety of alcoholic and non-alcoholic beverages, including cocktails, wines, beers, and soft drinks.
- Follow standard recipes to ensure consistency in taste and quality.
- Handle drink orders from waitstaff and directly from customers.
- Ensure drinks are presented attractively and served at the correct temperature.

2. Customer Service & Interaction

- Greet customers warmly and engage in friendly conversations.
- Provide recommendations based on customer preferences.
- Take drink and food orders accurately.
- Ensure customers have a positive experience by providing prompt and professional service.

3. Bar Stock & Inventory Management

- Monitor and maintain stock levels of liquor, mixers, garnishes, and other bar essentials.
- Restock and replenish bar supplies as needed.
- Assist in ordering and receiving stock.
- Prevent waste and manage portion control effectively.

4. Cash Handling & Payment Processing

- Process payments via cash, card, or digital payment methods.
- Ensure accurate billing and issue receipts when necessary.
- Maintain a cash register and balance daily transactions.

5. Cleanliness & Hygiene

- Keep the bar area clean, organized, and fully stocked.
- Wash glassware, utensils, and bar tools regularly.
- Dispose of waste properly and follow recycling guidelines.
- Ensure compliance with food safety and hygiene standards.

6. Compliance with Laws & Regulations

- Check customer IDs to verify the legal drinking age.

- Adhere to all alcohol-serving laws and responsible service guidelines.
- Prevent and manage intoxicated customers professionally.
- Follow health and safety regulations related to bar operations.

7. Coordination with Staff & Kitchen

- Work closely with waitstaff to ensure efficient service.
- Communicate drink orders clearly with kitchen staff if required.
- Assist in coordinating special drink promotions or events.

8. Handling Customer Complaints & Issues

- Address and resolve customer complaints in a professional manner.
 - De-escalate situations involving difficult or intoxicated guests.
 - Inform management of any serious customer concerns.
-

Qualifications & Experience:

- **Education:** High school diploma or equivalent (preferred).
 - **Experience:** Previous experience as a bartender or barman (2 years).
-

Required Skills:

- Strong knowledge of cocktails, wines, beers, and spirits.
 - Excellent customer service and communication skills.
 - Ability to multitask and work under pressure in a fast-paced environment.
 - Friendly and outgoing personality with a professional attitude.
 - Good math skills for handling transactions and measuring ingredients.
 - Attention to detail and strong organizational skills.
 - Ability to work independently and as part of a team.
-

Work Environment & Physical Requirements:

- Must be able to stand for long periods.
- Work in a fast-paced bar or restaurant environment.

- Ability to lift heavy items (kegs, liquor boxes, etc.).
- Flexible schedule, including evenings, weekends, and holidays.