

THE GROVE CLUB  
***JOB DESCRIPTION***

**Job Title:** Bartender

**Reports To:** Beverage Manager/Restaurant Manager

**Department:** Food and Beverage

**FLSA Status:** Non-Exempt

**General Summary of Duties**

Responsible for preparing and serving cocktails and non-alcoholic beverages for guests in a courteous and efficient manner while adhering to Club standards.

**Typical Physical/Mental Demands**

Requires mobility and prolonged standing. Bending and reaching to a height of eight (8) feet. Transporting, pushing, pulling, and maneuvering items weighing up to thirty (30) pounds. Working at a height of four (4) feet. Normal sense of smell, taste, touch, and sound. Normal vision range. Eye/hand coordination and manual dexterity. Ability to distinguish letters, figures, symbols, and colors.

**Typical Working Conditions**

Work may be performed in small areas having a three-foot access. Work entails chemical usage. Ability to tolerate varying conditions of noise level, temperature, illumination, and air quality.

**Examples of Duties (including but not limited to the following)**

- Always displays the highest standards of customer service, welcoming customers in a polite, gracious, and enthusiastic manner; always pays attention; anticipates and meets member needs.
- Take drink orders from members and serve drinks.
- Handles multiple priorities, works under stress, and exercises good judgment when dealing with guest situations and complaints.
- Mix ingredients, such as liquor, soda, water, sugar, and bitters to prepare cocktails and other drinks according to standard recipes.
- Serve wine and draft or bottled beer.
- Charge member accounts for drinks served.
- Adhere to the club recipe standards, ensuring bar is properly set-up and stocked for service to established par levels.
- Complete and oversee set-up and clearing of the bar area.
- Communicates with guests demonstrating confidence and encourages them to feel unique and special.
- Maintains cleanliness throughout bar/lounge and performs weekly maintenance.
- Capable of answering phones and placing to-go orders with a friendly voice.
- Perform other related duties as assigned.
- Responds quickly and positively to guests' questions, requests, problems, and complaints and resolves them effectively and consistently.
- Maintains overall knowledge of the resort and provide proactive assistance to customers when appropriate using clear and concise conversation.
- Always smiles and engages our members first, using their name when appropriate and always maintaining eye contact.
- Always demonstrates departmental knowledge and efficiency.
- Stays well groomed, looking professional, clean, and appropriately fitted in compliance with the club standards.

- Follow and enforce health, welfare, and safety policies and procedures to ensure a safe environment for all guests and fellow team members.
- Ensure your workspace is cleaned and sanitized as directed by the Club.
- Practice good hygiene prior to reporting to work and when returning to your assigned workstation. This includes, but is not limited to washing your hands, avoid touching your face, limiting unnecessary physical contact with others, coughing/sneezing into a tissue or the inside of your elbow, and disinfecting frequently used items and surfaces in your work area as directed by Management using company provided cleaning products.
- Wear company issued Personal Protective Equipment such as masks or gloves from time to time as directed by the Club.

### **Performance Requirements**

Knowledge and use of flare bartending skills. Knowledge of all liquor laws and regulations concerning service of alcoholic beverages. Strong knowledge of wines and spirits. Ability to perform basic math skills. Ability to handle money and make correct change. Ability to read, write, and understand English. Ability to communicate effectively and establish and maintain effective working relationships with staff. Knowledge, understanding, and compliance of policies and procedures, job descriptions, chemical labels, and other instructions. Standing, sitting, or walking for extended periods of time and ensuring a professional appearance in a clean uniform are also required.

### **Required Qualifications**

Minimum 2 years' experience in customer service-related field, preferably the hospitality industry.

- Minimum High school diploma or equivalent vocational training
- Proven ability to plan, organize and execute requests.
- Outstanding verbal and written communication skills
- Ability to communicate effectively and establish and maintain effective working relationships with staff Excellent command of the English Language.
- Ability to work in a self-motivated environment with little supervision.
- Ability to manage the administration of multiple tasks simultaneously.
- Must obtain and maintain an ABC Card.
- Standing, sitting, or walking for extended periods of time and ensuring a professional appearance in a clean uniform are also required.

**This job description is not intended to cover or contain a comprehensive listing of all activities, duties or responsibilities that may be required.**