

Position Description

Bar Attendant (Supervisor)

Position: Bar Attendant (Supervisor)

Reports To: Duty Manager

Responsible For: Ensuring customers are served in a professional and timely manner
Supervising/training employees of a lower grade
General cleanliness of the work area

Department: Food and Beverage

Hours of Work: Full-time : 38 hours per week
Part-time : Less than 38 hours per week
Casual : As requested

Main Duties:

- Supervising and training food and beverage attendants of a lower grade
 - Taking reservations, greeting and seating guests
 - Undertaking general waiting duties
 - Preparing and mixing a range of sophisticated drinks
 - Taking drink orders
 - Preparing garnishes
 - Cleaning bar areas
 - Cleaning tables
 - Picking up glasses
 - Cleaning and care of glasses and equipment
 - Practising proper workplace health and safety procedures
 - Other incidental and peripheral duties as requested by the employer
-

Financial:

- Receipt and dispensing of all monies
 - Reconciliation of transactions
-

Customer Service:

- Respond to customer requests in a professional and timely manner
 - Offer assistance to hotel customers
 - Promote the employer's services and facilities to customers when appropriate
 - Make hotel customers feel welcome
 - Assist in maintaining customer service standards set by the employer
 - Ensure your work area complies with the highest standards of cleanliness
 - Ensure that customers are served in a professional and diligent manner
-

Communication:

- Work closely with hotel management and related staff
- Communicate effectively with customers and fellow staff
- Obey directions from your employer
- Work cooperatively
- Show respect and understanding of others

Regulations:

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Liquor Act 1991
- Comply with the employer's Policies and Procedures

Training:

- Attend and actively participate in training programs as required by the employer
 - Maintain current Responsible Service of Alcohol (RSA) qualification.
-