



**Craig Recreational Enterprises, LLC.
Job Description**

TITLE: Bartender/Server DEPARTMENT: Food & Beverage
REPORTS TO: Front of House Operations Manager CLASSIFICATION: Non-Exempt
WAGE RANGE: BENEFIT LEVEL:
APPROVED BY: DATE APPROVED:

SUMMARY

The Bartender/Server alternates between bartending duties and serving duties as directed by management. Provide exceptional customer service skills by greeting customers, learn about their food and drink preferences, answer questions, recommend menu items, and prepare and serve beverages and food.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Welcoming customers and listening to people to determine beverage and/or food preferences, making recommendations, and taking orders.
- Prepare alcoholic or non-alcoholic beverages for bar and patrons.
- Remain knowledgeable about menu items and informing customers about new beverages and specials.
- Handling cash, credit, and debit card transactions, ensuring charges are accurate and returning correct change to patrons, balancing the cash register.
- Maintaining a clean work and dining area by removing trash, cleaning tables, and washing glasses, utensils, and equipment.
- Restock and replenish bar inventory and supplies.
- Executes a high standard of customer service from beginning to end.
- Ensure consistency in preparation and presentation of food and drink items before serving to guest in a timely manner.
- Follow all standard food handling, sanitation, and health department guidelines.
- Maintains customer satisfaction by responding promptly and courteously to requests.
- Maintains specific side-work and ensures the total cleanliness and smooth operation of the restaurant.
- Prepares final bill, presents check to guest, and manages accurate incoming and outgoing financial transactions.
- Follow proper payroll, uniform, and grooming policies and procedures.
- Notify management of unsafe conditions, needed maintenance of tables, chairs, carpet and/or equipment and any accidents.
- Maintains open communication with the restaurant staff to ensure efficient flow of restaurant.
- Clears and resets tables as needed.

- Available to fill in as directed by management.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

A person in this position does not manage the work of others.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative, but not exclusive, of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE

- High school diploma or equivalent preferred.
- At least 1 year of serving experience required.
- Basic knowledge of food presentation, preparation, and food handling.

CERTIFICATES and/or LICENSES

Possess valid Food Handlers certificate as required by state or local government

OTHER SKILLS and/or ABILITIES

- Must be able to work in a fast-paced restaurant environment.
- Possess basic math skills and can handle money and operate a point-of-sale system.
- Ability to work in a timely manner.
- Ability to take direction and work in a team environment.
- Ability to communicate clearly and concisely, both orally and in writing.
- Requires a high level of commitment to customer service.

PHYSICAL and/or MENTAL REQUIREMENTS

The physical and or mental characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Constant standing and/or walking.
- Frequently uses hands and arms to handle, feel, and reach.
- Occasional pushing, pulling, twisting, lifting, bending, kneeling or carrying up to 25lbs.
- Empathizes and understands information, complaints, and ideas presented orally and in writing.
- Constant clarity of vision at near and/or far distances.
- The individual must be able to see, hear, and speak (for communication and safety purposes).

COMMUNICATION SKILLS

- Ability to communicate with staff and guests in a clear, professional and courteous manner which fosters a positive, enthusiastic and cooperative work environment.

WORK CONDITIONS and ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Moderate noise level.
- Working indoor and/or outdoor setting depending on shift assignment.
- The employee may be required to work overtime.

ACKNOWLEDGEMENT

This job description has been reviewed with me. I agree that I meet the minimum requirements to perform the duties and responsibilities of the position. Additionally, I understand the physical and mental capabilities necessary to perform satisfactorily the essential functions of the position and I agree that I am able to handle the physical and mental demands for this position.

Employee Name

Date

Employee Signature