



JOB DESCRIPTION

BARTENDER

Effective Date: 01.01.2018

Revision Date: 01.01.2018

Number: JDO21

Version: 1

POSITION Bartender

JOB LEVEL D1

DIVISION Operations

DEPARTMENT Restaurant



The above chart only reflects the current reporting lines (subject to modification upon Management decision). It does not reveal however, neither the position nor the employee's career evolution.

KEY JOB RESPONSIBILITIES

Job Summary

Under the general guidance and direction of the Bar Manager or designate, and within the limits of the established Company's policies and procedures, the Bartender is responsible for preparing alcoholic and non-alcoholic beverages on the bar while always following the standard recipes, ensuring consistency in service and maximizing guests' satisfaction.

Essential Duties and Responsibilities

General

- Adopt an appropriate attire that reflects the company brand image
- Comply with the company's code of conduct and ethics
- Promote the company's vision, values and model desired behaviors
- Perform tasks as directed in the pursuit of the achievement of business goals
- Offer highest levels of Service Experience and eye for details, exceeding guests' expectations

Hygiene, Safety and Security

- Familiarize self with the company health and safety standards as well as the first aid, the fire and emergency procedures and ensure compliance, communication to team members and active enforcement
 - Comply with personal and work-related hygiene standards and processes
 - Rectify hazardous situations and report them promptly
 - Ensure security incidents are reviewed and corrective measures implemented to prevent recurring incidents
- Make sure that the set-up is prepared and supervise the day to day operation of his bar
 - Check and work with others to maintain the bar area clean
 - Ensure that all glassware are clean, shiny and well stocked as per the outlet standards
 - Wash and sanitize the bar tools, utensils and equipment making sure they are well maintained and in place
 - Check that all machines and equipment used at the bar are well functioning
 - Memorize the bar's food and beverage products, cigars list and promotions
 - Prepare, mix, garnish and serve alcoholic and non-alcoholic drinks as per the correct recipe and standards
 - Interact with guests, start and maintain conversations, participate in creating a nice environment at the bar while ensuring guests' satisfaction at all times



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- Assess and memorize bar guests' needs and preferences and upsell by making recommendations
- Handle cashiering procedures and deal with cash, credit and debit transactions ensuring that charges are accurate and correct
- Perform daily inventory and assist in the periodic inventory
- Prepare requisition order for needed items

JOB SPECIFICATIONS

E d u c a t i o n	Technical Degree or alternative The education levels can be replaced by years of experience
E x p e r i e n c e	Three (3) to five (5) years of experience in a similar role
C o m p e t e n c i e s K n o w l e d g e S k i l l s A b i l i t y	Computer Skills: Proficient in Microsoft Office Tools and POS Languages: Fluent in English and Arabic, French is a plus Communication Driving Excellence Leading Innovation Building Positive Relationship Obsession over Guest Honoring Ownership

I hereby confirm that my Job Description includes but is not limited to the above listed duties and responsibilities; and that I read carefully, understood and approved its whole content.

EMPLOYEE NAME
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EMPLOYEE SIGNATURE
.....

DATE
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