

JOB DESCRIPTION
Bartender (Part-Time)

Job title: Bartender (Part-Time)

Status: Non-Exempt

Department: Food & Beverage

Reports to: Restaurant General Manager

Grade: “P”

Salary Range: KYD \$20,293.33 to 20,813.33 per annum

1. JOB PURPOSE

The Bartender (Part time) ‘s main responsibility is to prepare and serve drinks to customers. The employee in this role must be able to mix and match ingredients to create classic and innovative drinks in accordance with customers’ needs and expectations in addition to promoting new and existing beverage products and upselling those products to the guest. The purpose of this position is to interact with the guests and ensure they have a great experience at the bar or pool. Bartenders should maintain positive guest interactions while accurately mixing and serving beverages to guests and servers in a friendly and efficient manner. Secondary responsibilities include assisting with all F&B FOH duties as required, particularly for special events.

2. GENERAL PURPOSE

To ensure the highest level of service while creating a positive customer experience. Maintain CTCEC code of conduct which should always be displayed and maintained.

3. POSITION RESPONSIBILITIES

- Greet customers when they arrive at the bar and ask if they need assistance.
- Prepare alcoholic or non-alcoholic beverages.
- Ability to maintain a current and working knowledge of spirits, beer and wines.
- Ability to pour liquor to specified amounts.
- Slicing and pitting fruit for garnishing drinks.
- Arranging bottles and glasses to maintain an attractive display.
- Assist servers by providing beverages for guest orders.
- Assess customers’ needs and preferences and make recommendations.
- Ability to sell or influence others through up selling and suggestive selling.
- Provide food and beverage recommendations and suggestions to guests.
- Keep the bar area, inclusive of all appliances, area behind bar, counter, and work area neat and clean at all times.
- Provide guidance to guests on activities, dining options and attraction/ tourism information.
- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking or ordering taxis or other transportation for intoxicated patrons while employing a firm but compassionate response.
- Ability to accurately judge whether a person is under age and if so, ask for proper proof of identification before serving alcohol to the guest.
- Demonstrate a thorough knowledge of food and beverage products, menus and promotions.

- Assist the Restaurant Team Leader and Chef in planning the Bar Menu including specials, promotional cocktails and beverages to compliment the restaurant menu and catering/event menu.
- Assist the Restaurant Team Leader by meeting with vendors to review new beverage products on the market.
- Monitor competitors bar menu offerings and pricing structure.
- Clean up after customers and clean work area.
- Maintain a clean working area by sweeping, vacuuming, dusting, cleaning of doors and windows, etc. if required.
- Collect payment for drinks served and balance all receipts.
- Handle an assigned house bank and follow the restaurant's cash procedures as per CTC standard.
- Prepare inventory and assist the Restaurant Team Leader by completing purchase requisitions as needed to replenish supplies.
- Ensure that the assigned bar area is fully equipped with tools and products needed for Mixing beverages and serving guests.
- Comply with all food and beverage regulations, including no alcohol consumption on the job other than tastings of new beverages.
- Must always be in uniform when working.
- Once off the clock, must never consume alcohol in CTCEC branded clothing/uniform.
- Perform other duties as and when assigned by the Restaurant Team Leader.
- Stay guest focused and nurture an excellent guest experience.
- Good stamina and ability to stand for long hours while serving customers.
- Comes to work with a positive attitude and outlook on the day.
- Must be able to lift and move up to 25 pounds and occasionally lift and or move up to 50 pounds.

4. KNOWLEDGE, EXPERIENCE AND SKILLS

Essential skills, experience, knowledge and qualifications:

- Maintains a valid Driver's License.
- Certification/diploma, proof of general training or two years related experience and/or product knowledge; diploma in hotel or other related field or equivalent combination of education and experience.
- Must be well groomed and possess good verbal and written communication skills.
- Must be a good team member.
- Must be outgoing, proactive, and attentive in serving customers.
- Ability to process information/merchandise through computer system and POS register system.
- To solve practical problems and to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to work in a fast-paced high traffic environment without losing composure.
- Demonstrates excellent organizational, time management and multi-tasking skills.
- As this position caters primarily toward the tourist market and offers extensive exposure to visitor inquiries; knowledge of the Cayman Islands' culture, customs and visitor information is highly desirable.
- Ability to perform daily inventory.
- Previous bartending experience in a Mid-scale or Luxury property would be advantageous.
- Experience in handling Point of sale (POS).
- Possession of a Food Handlers Certificate would be preferred.

Development and Leadership of Others: This position does not have any subordinates reporting directly to it. The Bartender will report to the Restaurant Team Leader.

Interpersonal and Communication Skills:

- Ability to communicate well with associates and guests in the English language.
- Ability to read, count and write to accurately complete all documentation.
- Being a team player is essential.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence and to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.

Responsibility for Financial/Material Resources:

This position has some financial responsibility in the form of cash and credit/debit card receipts. Additionally, this role will be responsible for the float given daily for the cash register. This cash will be kept in a locker and will be checked at the end of each shift by the Manager on Duty or Manager on Duty for accuracy.

5. PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low to moderate. Occasionally the noise level may increase such as when there are large numbers of guests in the Restaurant.

Work is generally performed in an indoor store setting, but occasionally will be required to work outside in extreme heat or rain during events (day or night) or other work-related duties if requested.

- The employee must regularly lift and move up to 25 pounds and occasionally lift and or move up to 50 pounds.
- Must be able to stand and sit for extended periods of time, use hands and fingers, reach with hands and arms; talk and hear.
- Ability to freely access all areas of the store including selling floor, stock area, and register area.
- Ability to operate and use all equipment necessary to run the store.
- Ability to climb ladders.
- Ability to move or handle merchandise throughout the store.
- Ability to tell customers about specials.
- Great listening and speaking skills for creating a great dining experience for customers
- Customer service skills.
- The ability to stand for long hours while serving customers.
- A good bartender will possess a positive attitude and will have a willingness to give their best and constantly learn new skills.
- Maintain respect for co-workers, guests and the venue at all times.

6. IMPACT:

Activities and decisions performed under this job description have limited impact on the organization on the whole, public image, employee moral or impact to the community. Work is closely controlled through a structured work flow and SOP, with supervision from others and continuous cross checks from the Manager on Duty.



7. COMPLEXITY:

Work requires very limited reasoning and planning in tasks that are straightforward, repetitive and clear cut with minimal need for creativity or interpretation of data.

8. LANGUAGE SKILLS:

Proficiency in spoken and written English. Ability to understand instructions, safety guidelines, and communicate effectively with team members and supervisors

POSITION TYPE & HOURS OF WORK:

This is a Part-Time position. The standard work week will be 25 hours, and hours of work are on a rotational schedule as per the required schedule according to the business needs. The applicant will be required to work weekends, holidays, split shifts as needed including evening events, and on many occasions participate in the various tasks of the restaurant. These tasks may include cross training with different departments, assisting in other areas temporarily or doing tasks such as decorating, delivering, retrieving or pickup, or other tasks as requested by your line Manager, Team Leader or Executive or Acting Executive for your area of employment.

COMPENSATION AND BENEFITS:

Salary Grade/Range: KYD \$20293.33 to 20813.33 per annum. The CTC offers a competitive benefits package, which includes Ten (10) paid vacation days, Ten (10) paid sick days, Two (2) paid personal day, 50% contribution toward Pension, 50% contribution toward Health Insurance, employee discounts for food and beverage items (excluding alcoholic drinks) and retail merchandise up to 35%, training and development opportunities. Remuneration will be commensurate with qualifications and experience

General sign-off:

The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.