



## **Barista-Bartender Position Description**

**Position Title:** Barista/Bartender

**Reports to:** Food and Beverage Manager

**Position Summary:** This position will be expected to perform the functions of each role (barista and bartender). Provide quality food and beverage service to club members and guests as well as assuring that member satisfaction standards are consistently attained. This position plays a major role in enhancing the guest experience.

### **General Requirements**

- Perform all functions in a courteous and friendly manner to guests, members and fellow employees.
- Pass Responsible Service of Alcohol Test with a score of 90% or better.
- Welcome each guest personally within 30 seconds.
- Communicate with guests using clear and enthusiastic words, tone and body language at all times. Make guests feel appreciated.
- Maintain an effective atmosphere and an efficient food and beverage service.
- Keep all areas cleaned and stocked ULCC standards at all times.
- Be attentive
- Daily inventory and ordering of supplies.

### **Essential Functions:**

#### **Barista**

- Sell and serve products to guests and members
- Participate in all sales promotions effectively and efficiently
- Safely handle all hot and cold drinks during drink preparation
- Verbally receive and call back customer orders in a friendly manner
- Report all member complaints to managers
- Respond pre-actively to prevent negative customer service situations
- Accurately ring sales orders using either member numbers or credit cards
- Answer telephone correctly including but not limited to greeting, giving directions to the Club, receiving and filling members' and guests' orders
- Become knowledgeable about all of the product and perfectly answering member and guest questions regarding coffee blends, preparations, etc., in a courteous and friendly manner
- Weigh, grind and pack coffee as ordered, according to Club's guidelines
- Sell and serve food items to member/guests
- Maintain displays, floor stock and supplies, replenishing and cleaning as necessary

## **Bartender**

- Mix, garnish and serve alcoholic and nonalcoholic drinks for members & guest following standard recipes.
- Ring drink orders into computer correctly, using member numbers or credit cards.
- Arrange bottles and glasses to maintain an attractive display in agreement with ULCC standards.
- Wash and sterilize stemware.
- Monitor guests' demeanor and attitude in relation to consumption. Serve alcohol responsibly. Should a guest reach the state where the bartender does not feel the guest should drive, supply a taxi. Do not hesitate to ask for management intervention if necessary.
- Anticipate your guest's needs. Follow the half-full rule when offering another drink. Be alert of guest signals (raising a hand, making eye contact, etc.), and acknowledge the guest to let them know you will be right with them.
- Learn guests' names, occupations and favorite drinks. This will make ULCC a special place for them.
- Daily inventory and ordering of supplies.

### **Qualifications and Skills:**

**Education:** Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities.

### **Additional Eligibility Qualifications**

Must be 21 or older.

Must maintain an applicable state health and/or alcohol compliance card.

**Additional Skills:** Ability to lift a minimum of 25lbs., stand for prolonged periods of time and work at a fast pace. Personable, friendly, and a willingness to learn and help out when necessary are required.