

CityFlatsHotel

Job Description

Bartender

Organization Name: CityFlatsHotel Grand Rapids, LLC

Reports to: Bar and Lounge Manager

Job Location: Grand Rapids, MI

Employment Status: PT

FLSA Status: Non Exempt

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Position Summary:

Prepare alcoholic or non-alcoholic beverages, take and serve food orders for bar patrons and hotel guests, and maintain all aspects of the CitySen Lounge

Education:

High school diploma/GED and minimum 2 years' experience working as a bartender

Responsibilities:

Below is a list of typical responsibilities, these may change over time and are not inclusive of position

- Responsible for all aspects of the restaurant/CitySen Lounge
- Deliver a consistent high level of customer service to each client
- Maintain a safe environment: identify problem clients and have them removed
- Keep bar area clean in accordance with the company's guidelines as well as the requirements of the local health department
- Maintain an accurate cash drawer throughout the day and be able to account for any and all discrepancies in the final drawer tally
- Mix all drinks based on serving sizes as outlined in the company manual to keep costs at a minimum
- Develop an efficient work pace that keeps all costumers at the bar and in the dining room satisfied at all times
- Take room service orders and deliver them to guest's rooms

Knowledge:

- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services; this includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Competencies &Skills:

Basic Skills

- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
- **Problem Solving**- Ability to think on your feet and solve problems as they arise with a prompt and courteous response in helping to preserve our hotel's valuable reputation

Social Skills

- Friendly and respectful when dealing with guests and staff
- Service orientation- actively looking for ways to help people, and assisting other staff members when needed
- Speaking- talking to others to convey information effectively
- Strong problem solving and communication skills

Dependability

- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Commits to long hours of work when necessary to reach goals
- Completes tasks on time or notifies appropriate person with an alternative plan

Quality

- Demonstrates accuracy & thoroughness
- Monitors own work to ensure quality

Quantity

- Meets productivity standards
- Completes work in timely fashion

Safety & Security

- Observes safety and security procedures
- Reports potentially unsafe conditions
- Uses equipment and materials properly

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, & memos
- Ability to write simple correspondence
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the company
- Proficient in English

Reasoning Ability

- Ability to apply common sense understanding to carry out detailed but involved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations

Work Context:**Physical Demands**

**The physical demands 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.*

- Required to stand for long periods of time
- Frequently required to walk
- Use hands and fingers to handle or feel, and reach with hands & arms
- Ability to lift and move up to 50 lbs.
- Specific vision abilities include color vision, depth perception & ability to adjust focus

Performing for or Working Directly with the Public

- Assist patrons to make drink and wine selections
- Collect payment
- Provide customer service
- Serve food or beverages

Updating and Using Relevant Knowledge

- Use health or sanitation standards
- Use knowledge of food handling rules

Work Setting

- Indoors, Environmentally Controlled