

## **Tavern Bartender**

### **Lodge Taverns**

Description:

#### **Summary:**

Mix and serve alcoholic and non-alcoholic beverages according to established recipes and procedures. Responsible for having strong menu knowledge, conducting proper presentation of the menu, informing guests of daily specialties, beer, spirits & wine list, making recommendations of personal favorites, take orders, assists with delivering food, and processes payments for guests. Deliver exceptional, authentic guest service to care for the guests.

Provide information to guests about the benefits of being a player's reward member including specials, promotions, cash back, cash coupons, party invitations and other casino offerings. Assist rewards members with any questions and/or concerns regarding the club. Create an atmosphere of excitement that is compelling for guests.

#### **Essential Functions and Responsibilities:**

- Greet guests in an upbeat and positive manner
- Enthusiastically demonstrate knowledge of beer, spirits, wines, and menu items, including house specials, item descriptions, ingredients and preparation techniques
- Uses non-intrusive suggestive selling techniques to sell beverages and food items at the bar
- Take beverage and food orders according to service standards
- Serve and replenish drinks in a timely manner, offers refills or new drink when the glass is approximately half full
- Input orders accurately into POS system using the Universal Seating guidelines
- Resolve guest complaints ensuring guest satisfaction and communicates situation to management
- Efficiently handle and count all cash and credit card transactions and account for all monies pertaining to bar banks

- Adhere to the proper par stock ordering procedures
- Know when and how to enforce the customer limit regulations
- Ensure proper age of guests through identification procedure set by Company
- Explain to guests how the players club card entitles them to special benefits including cash back, cash coupons, special promotions and offerings
- Enroll and create new member accounts
- Review daily event calendar and be familiar with current activities/offerings and all Casino/Hotel current promotions etc.
- Print cash and/or comp vouchers, reprint player cards, issue pin code numbers, enroll new players for new player incentives
- Issue jackpot payouts and cash-outs for gaming players
- Enter jackpot data information in the computer system accurately
- Check coolers to ensure proper operations, orders and stocks bar supplies, checks the CO2 tanks and changes beer keys (as applicable)
- Responsible for maintaining the cleanliness of the tavern and ensuring that the bar, dining room, and restrooms are neat and well stocked. This side work may include but is not limited to wiping down counters, cleaning dishes, restocking service areas and bathrooms, sweeping the dining room floor, refilling condiments, stocking the bar, and restocking the refrigerator
- Accept payment for check from the guests, settle using approved method, and tender change or receipts back to guest, ensuring all required signatures are obtained
- Extend courteous departures as guests leave and invite them to return
- Maintain knowledge of tavern events and local activities in order to respond to guest inquiries
- Ensure all food and drink is served within health, safety, and sanitation guidelines
- Assist other team members, when needed, in instances of food running, side work, drink orders.
- Provide outstanding guest service in a timely manner to both guests and fellow team members that meets the company's guest service culture standards

- Perform other duties as assigned

Requirements:

### **Qualifications**

- Previous bartending experience at Gaming Taverns preferred
- Experience providing high-touch guest service expected in fun, high-energy environment
- Knowledge of beers, spirits, and wines
- Must be comfortable with self-banking
- Must be team-oriented
- Ability to manage multiple tasks and remain calm in a very high-paced, busy environment
- Previous experience exercising sound judgment when dealing with difficult guest situations
- Proven experience providing high level of guest service
- Previous experience with point-of-sale systems, computers and calculators
- At least 21 years of age
- High school diploma or equivalent preferred
- Ability to effectively communicate in English, both written and verbal
- Obtain and maintain all work cards as required by the company
- Verify right to work in the United States

### **Work Cards**

- Alcohol Awareness
- Non-Gaming
- Food Handler

## **Physical Requirements**

- Frequently lift and/or carry up to 50 lbs. at floor, knee, waist, and/or chest levels, and over head
- Frequently push, pull, and maneuver items weighing up to 160 lbs.
- Occasionally bend, reach, climb, squat, kneel, communicate via radio, and distinguish between shades of color
- Constantly walk, stand, and use of hearing and vision

## **Work Environment Potential Conditions**

- Noisy
- Smoky
- Hot or cold environment

## **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Must be able to perform the essential functions of the position with or without reasonable accommodation.