Position Description

Bar Attendant (Supervisor)

Position: Bar Attendant (Supervisor)

Reports To: Duty Manager

Responsible For: Ensuring customers are served in a professional and timely manner
Supervising/training employees of a lower grade
General cleanliness of the work area

Department: Food and Beverage

Hours of Work: Full-time: 38 hours per week
Part-time: Less than 38 hours per week
Casual: As requested

Main Duties:

- Supervising and training food and beverage attendants of a lower grade
- Taking reservations, greeting and seating guests
- Undertaking general waiting duties
- Preparing and mixing a range of sophisticated drinks
- Taking drink orders
- Preparing garnishes
- Cleaning bar areas
- Cleaning tables
- Picking up glasses
- Cleaning and care of glasses and equipment
- Practising proper workplace health and safety procedures
- Other incidental and peripheral duties as requested by the employer

Financial:

- Receipt and dispensing of all monies
- Reconciliation of transactions

Customer Service:

- Respond to customer requests in a professional and timely manner
- Offer assistance to hotel customers
- Promote the employer’s services and facilities to customers when appropriate
- Make hotel customers feel welcome
- Assist in maintaining customer service standards set by the employer
- Ensure your work area complies with the highest standards of cleanliness
- Ensure that customers are served in a professional and diligent manner

Communication:

- Work closely with hotel management and related staff
- Communicate effectively with customers and fellow staff
- Obey directions from your employer
- Work cooperatively
- Show respect and understanding of others
Regulations:

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Liquor Act 1991
- Comply with the employer’s Policies and Procedures

Training:

- Attend and actively participate in training programs as required by the employer
- Maintain current Responsible Service of Alcohol (RSA) qualification.