# 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.