

Job Title: Server – Bartender

Department: Liberty Restaurant & Lounge (LRL)
Reports to: Food & Beverage Manager
FLSA Status: Non-exempt
Age Requirement: Server 16+ / Bartender 21+
Workweek: Fluctuating days, hours, weekends, holidays
Effective Date: January 2024



Job Description

Summary

The **Restaurant Server** ensures that patrons have an enjoyable dining experience by providing quality service, a professional approach and answering questions about the menu and daily specials. The Restaurant Server is responsible for taking food and drink orders from patrons, deliver orders to the kitchen and bar, serving food and drinks, and removing dinnerware from the table in a timely manner. The Restaurant Server works closely with other wait staff and the kitchen staff to ensure the restaurant is operated efficiently.

The **Bartender** mixes and serves alcoholic and nonalcoholic drinks to patrons at bar and in the restaurant. He/she plays a major role to make the guest's dinner and/or bar experience equally enjoyable. The Bartender is organized, able to think and act quickly and effectively while retaining self-composure.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Greet and/or acknowledge guests immediately and let them know you are there to take care of them.

Inform guests of daily specials and menu changes.

Answer questions about our food, beverages and other restaurant functions and services.

Take orders from guests and enter order on point-of-sale system.

Deliver food and beverages from kitchen and bar to guests in a timely manner.

Check identification of customers to verify age requirements to purchase alcohol.

Monitor and observe guests and ensure they are satisfied with the food and service.

Provide proactive beverage refills.

Pre-bus tables as needed.

Maintain a guest focus while performing duties.

Respond promptly and courteously to any request.

Prepare final bill and present check to guest.

Accept payment and process through the POS system.

Thank guests for their visit and invite them to return.

Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking.

Ask customers who become loud and obnoxious to leave, or call Security to remove them.

Perform side work during each shift as required by service station assignment.

Perform all catering side work as assigned.

Attend to all needs of the guests during functions and function related duties.

Must follow all details as described on Banquet Event Orders (BEO's).

Must be able to set tables to specifications, carry trays, and have excellent customer service experience.

Must be able to lift up to 35 lb. and stand/walk for the duration of a shift.

Maintain clean and stocked service and dining areas.

Sort and rinse dirty dishes, glass, tableware and other cooking utensils and place them in racks to send through dish machine.

Prewash soiled dishes, wash pots, pans and trays by hand.

Assemble/disassemble dish washing machine.

Sort and stack clean dishes, carry clean dishes to cook's line and other proper storage areas.

Sweep/mop floors and clean other surfaces.

Remove trash and garbage and take to the dumpster.

Be able and learn shift opening and closing procedures.

Comply with local Health Department and food safety guidelines. Refer to the Office of Environmental Health Services of West Virginia and the U.S. Food and Drug Administration for additional regulations and as it pertains to food safety.

Additional Essential Duties and Responsibilities for the Bartender (age requirement 21+)

Take orders from customers at the bar and from servers.

Check identification of customers to verify age requirements to purchase alcohol.

Serve alcohol in accordance with military and government regulations.

Mix ingredients to prepare cocktails and other drinks; add sliced and pitted fruit for garnishing when needed.

Serve drinks to guest at the bar or set for servers to pick up.

Assist servers when needed.

Arrange bottles and glasses to make attractive display.

Clean glasses, utensils and bar equipment and maintain a clean service area.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Problem Solving - Uses reason even when dealing with emotional topics.

Customer Service - Responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; exhibits good listening and comprehension; keeps others adequately informed.

Cooperation - Exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations.

Oral Communication - Listens and gets clarification; responds well to questions; participates in meetings.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; able to read and interpret written information.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.

Achievement Focus - Measures self against standard of excellence; recognizes and acts on opportunities.

Personal Appearance - Dresses appropriately for position; keeps self well groomed. Comply with local Health Department and food safety guidelines. Refer to the Office of Environmental Health Services of West Virginia and the U.S. Food and Drug Administration for additional regulations and as it pertains to food safety.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time; stays for the duration of scheduled shift.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals. Be present for the duration of scheduled shift.

Initiative - Volunteers readily; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Judgement - Makes timely decisions.

Planning/Organizing - Uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Completes work in timely manner; works quickly.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and 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 organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

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

Computer Skills

To perform this job successfully, an individual should have knowledge of POS System Order processing systems.

Certificates, Licenses, Registrations

On-the-Job training and attend training as required to work for CDEC.
Anti-Terrorism Awareness Certificate. Valid Drivers License when operating CDEC vehicles.
Preston County Food Handler Safety Training and/or ServSafe Certification

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.

While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee is frequently required to reach with hands and arms and taste or smell.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate to loud.



Acknowledgement

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein, under any and all conditions as described.

Employee Signature _____

Printed Name _____ Date _____