



POSITION: Bartender & Beverage Cart

REPORTS TO: Clubhouse Management Staff

POSITION SUMMARY:

Responsible for providing superior customer service to all guests. All duties are to be performed in accordance with Minnesota State laws and regulations, as well as Southern Hills' policies, practices and procedures.

QUALIFICATIONS:

Must be 18 years of age or older. Must have a high school diploma or equivalent. One year experience as a bartender in a high volume restaurant, bar or banquet facility recommended. Must be able to communicate effectively, both verbally and written, in English. Excellent hospitality skills. Ability to lift and carry up to fifty (50) pounds at a time. Ability to perform various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting. Self-motivated with excellent organizational skills and attention to detail. Ability to work well around a large number of people. Ability to work well with people in a team environment. Ability to function in a fast paced environment, under short time constraints, and within established deadlines. Ability to work a flexible schedule including extended hours, weekends and holidays.

MAIN DUTIES AND RESPONSIBILITIES

Duties and responsibilities include, but are not limited to:

- Maintains a Guest focus while performing all duties
- Assumes 100% responsibility for the quality of guests' experience
- Responsibly prepares and serves alcoholic and non-alcoholic drinks to Clubhouse and Banquet guests
- Responsibly prepares and serves alcoholic and non-alcoholic drinks consistent with LWG's standard drink recipes
- Records drink orders accurately and immediately after receipt into the POS system.
- Accepts guest payment, process credit card charges and make change (if applicable)
- Washes and sterilizes glassware
- Prepares garnishes for drinks and replenish snacks for Clubhouse patrons
- Maintains bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages
- Clears and resets tables in Clubhouse and Banquet area.
- Presents drink menus, makes specific recommendations and answers questions regarding beverages
- Maintains cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas
- Receives, prepares and serves food orders to guests seated in the Clubhouse
- Reports all equipment problems and bar maintenance issues to Bar Manager
- Assists with the restocking and replenishment of bar inventory and supplies

- Thanks all guests for their visit and invite them to return
- Attends all scheduled employee meetings and shares suggestions for improvement
- Notifies Bar Supervisor or manager-on-duty any time a guest is not 100% satisfied with their experience
- Responsible for portioning, rotating, stocking and preparing grill items.
- Maintains good safety practices of employees and guests throughout the property
- Maintains proper attire and appearance to guests at all times
- Promotes and maintains the highest level of customer service to all LWG guests.
- Maintains a positive, friendly and enthusiastic attitude at all times