



## HAZELTINE NATIONAL GOLF CLUB

### BARTENDER

REPORTS TO: FOOD & BEVERAGE MANAGER

PART TIME/SEASONAL POSITION

#### HAZELTINE GENERAL STANDARDS

- Know and understand the Hazeltine Mission Statement
- Understand the impact of your role on Hazeltine's Business Success
- Adhere to Standard Operating Procedures and instructions from Superiors
- Be counted on to deliver on commitments
- Take ownership in identifying/solving problems
- Take initiative to get things done, even when it's outside of the job description
- Continuously improve work quality and the capacity to take on more work
- Consistent in your work product, attitude and commitment to Hazeltine
- Courteous and respectful to members, guests and co-workers
- Elevate your co-workers through teamwork and cooperation
- Take workplace safety seriously for yourself and your co-workers
- Conduct yourself in accordance with Club policies as stated in the employee handbook (ie. Ethical standards, harassment, discrimination, drug free workplace, off-duty conduct and conduct at work)
- Arrive on time as scheduled and ready to work
- Maintain a personal appearance in line with Club policy, including uniform requirements
- Show a positive work attitude every day
- Show sound judgment and make good decisions at all times

#### POSITION SUMMARY/VALUE STATEMENT

The Bartender is responsible to promptly prepare and serve alcoholic and non-alcoholic beverages to Members/Guests in a efficient and courteous manner in accordance with Hazeltine National Golf Club's mission statement

#### KEY RESPONSIBILITIES

##### BEVERAGE SERVICE

- Know and perform all service standards set by the Club as listed in the service manual
- Demonstrate suggestive selling techniques
- Slice and prepare fruit for garnishing drinks, prepare mixes and pre-mixed drinks
- Take drink and food orders from Members/Wait Staff
- Prepare and serve beverages in accordance with standard recipes
- Attend pre-meal meetings and make sure you understand the details of the event you are assigned to (cash or host)
- Refer all complaints or comments to the Manager on Duty as soon as they occur
- Ensure accurate ticket billing for Member and Guest tickets
- Responsible for SAFE ALCOHOL SALES at all times

## BAR MAINTENANCE

- Responsible for the set-up, clean-up, maintenance, and operation of the Bar
- Arrange bottles and glasses to make an attractive display and merchandise drinks
- Keep beverage storage areas clean and organized
- Put orders away when they come in and bring invoices to the F&B office
- Ensure proper product rotation to provide fresh product
- Keep bar area well stocked with all products and supplies needed for your shift and the incoming shift
- Communicate with F&B Manager if we are out of any bottles and request additional supplies as necessary

## BAR KNOWLEDGE

- Must know all current beverage offerings and be able to advise Members and Guests on choices
- Responsible to know and understand the A la Carte Menu

## SKILLS/QUALIFICATIONS

- Must be of legal beverage service age
- High School diploma preferred
- Must be able to stand for long periods of time (6-10 hrs)
- Must be able to lift up to 50lbs on occasion
- Some bending, twisting and squatting may be needed
- Adhere to appearance standards as described in the employee manual