

JOB DESCRIPTION

Bar Manager

For The Divide Bar & Grill

General Purpose

Prepare, mix and serve drinks and beverages correctly to either customer's directly or to serving staff along with managing the front of the house operations while ensuring customer service standards are met.

Main Job Tasks and Responsibilities

- Greet customers and present beverage menus
- Make recommendations and answer all related inquiries
- Check identification of customers to verify they are of legal drinking age (TIPS Certified)
- Take orders from serving staff or directly from customers
- Record drink orders accurately into register system
- Prepare and serve alcoholic and non-alcoholic drinks in accordance with standard recipes
- Peel, slice and pit fruit for garnishing drinks.
- Mix and garnish cocktails according to standard specs
- Serve snacks to customers seated at the bar
- Upsell drink and food items to customers
- Respond promptly to requests from customers in a polite and professional fashion
- Attempt to limit problems related to customers' excessive drinking by following established procedures
- Process transactions using the POS system
- Prepare checks for customers
- Process customer payments
- Arrange glasses and bottles into attractive and functional displays
- Ensure clean glasses, bar equipment and working areas
- Comply with all health, safety and hygiene standards and policies
- Balance the cash register at the start and close of each shift
- Monitor inventory
- Order and restock bar inventory
- Ensure all house cleaning and closing duties are complied with and establishment closed in proper order
- Assess development needs and train and coach staff
- Delegate duties and tasks to staff to meet objectives and maximize resources
- Oversee the preparation and presentation of beverages to meet set standards
- Resolve customer complaints promptly
- Monitor cleanliness and hygiene of bar area
- Implement improvements for products and service
- Maintain regular communication with staff and management through meetings and discussions
- Ensure adherence to stock control procedures
- Plan and implement systems to maximize sales and revenue
- Organize promotional activities

Pay: Hourly

Skills and Experience

- High School Diploma or equivalent preferred
- Minimum age requirement
- Working knowledge of standard drink recipes
- Working knowledge of spirits, wine and beer
- Understanding of classes of alcohol, different glasses, brand names and garnishments
- Working knowledge of bar equipment
- Knowledge and education in mixology an advantage
- Numeracy and cash-handling skills
- Able to work flexible schedules
- Able to work in a standing position for long periods
- Be able to reach and bend and frequently lift up to 50 pounds
- Experience in the management of a bar or beverage service operation
- Knowledge of business management principles and practices
- Knowledge of basic accounting procedures
- Knowledge of cost control procedures
- Knowledge of administrative procedures