



THE SPRINGS

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## JOB DESCRIPTION

**POSITION TITLE:** Bartender

**REPORTS TO:** Food & Beverage Manager, Assistant Food & Beverage Manager, Dining Room Manager

**FLSA CLASSIFICATION:** Non-Exempt

### POSITION OVERVIEW

Provide five-star service to The Springs members and guests. Provide friendly, responsive food and beverage service and ensure that all support and service is conducted and fulfilled in a way that is consistent with The Springs goals, standards, and procedures.

### ESSENTIAL DUTIES AND RESPONSABILITIES

- Setup bar and perform opening duties
- Maintains bar in a clean, sanitary, and well-stocked condition
- Fills server drink orders
- Attends daily pre-shift meetings; always be on time
- Learns specials for the day
- Follows proper presentation and garnishes set up for all drinks and dishes
- Greets members and guests upon arrival; uses member's names
- Takes members/guests drink orders and provides menus
- Describes specials in addition to menu offerings
- Takes members/guests food and drink orders with accuracy
- Enters orders promptly into the POS system and ensures that orders are received in the kitchen
- Checks back to ensure member/guest satisfaction
- Takes care of any issues/complaints immediately and cheerfully; advises supervisor of any complaints as soon as they occur
- Ensures that drinks are replenished in a timely manner
- Ensures that soiled dishes, glasses, and silverware are removed promptly when member/guest is finished; guiding the meal accurately so as not to rush the member/guest or take away a plate before they are finished
- Suggests and serves dessert, coffee, and after dinner drinks
- Uses POS system to properly prepare bill
- Provides member with his/her bill and ensures it is signed
- Upon leaving, thanks the member and guest with genuine appreciation
- Ensures that all areas seen by members and guests are kept clean (tables, busser station, etc.)
- Handles, stores, and rotates all products properly
- Performs closing duties
- Abides by all club safety and security policies and procedures; reports all unsafe work conditions and all accidents no matter how minor to management

- Performs other duties as assigned by supervisors
- Adheres to and delivers The Springs standards and sequence of service
- Follows all rules and regulations established in The Springs Employee Handbook

## **REQUIREMENTS**

- Working knowledge of POS systems and basic math skills; basic knowledge of liquors, beers, and wines
- Ability to present and open bottled wine tableside following proper procedure
- Strong interpersonal and customer service skills
- Ability to learn member names quickly
- Must be able to speak and understand English to clearly communicate with members and guests
- Cheerful, friendly, and accommodating demeanor
- Able to work a flexible schedule including nights, weekends, and holidays

## **EDUCATION AND EXPERIENCE**

- High School Diploma or equivalent preferred
- One-year bartending experience, One-year serving experience in a fine dining restaurant a plus
- Previous Country Club experience a plus
- Must be at least 21 years old
- Current Riverside County Food Handler's Card

## **PHYSICAL DEMANDS**

- Must be able to move, lift, carry, push, pull, and place objects up to 30 lbs., 1-33% of the time
- Ability to bend, kneel, squat, or reach for intermittent periods, 33-67% of the time
- Ability to climb and lift for intermittent periods, 1-33% of the time
- Repetitive movement of arm at shoulder for intermittent periods, 33-67% of the time
- Repetitive movement of both hands for intermittent periods, 33-67% of the time
- Pushing/pulling up to 10 lbs., 33-67% of the time
- Ability to twist neck and/or body for intermittent periods, 33-67% of the time
- Ability to stand or walk for extended period of time, 67-100% of the time
- Frequently required to talk and hear, 67-100% of the time
- Requires climbing up step stools/ladders
- Requires working in both inside and outside environmental conditions
- Occasional exposure to chemical products

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

## **Equal Opportunity Employer**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Springs will be based on merit, qualifications, and abilities. The Springs does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. The Springs will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.