

## Hinterland Bartender Job Description

An organization's personnel is its most critical and important asset. In the same way that Hinterland is dedicated to delivering an exceptional and exciting journey and experience in craft brewed beer and dining, Hinterland is also committed to employing a team of highly skilled, knowledgeable, upstanding, ethical staff. Hinterland is committed to delivering the highest level of service in all aspects of its operation. It is critical to Hinterland's success that each team member know, understand and are able to execute their role and responsibility at a high level in all facets of operation.

The Restaurant Bartender is ultimately responsible for the effective, efficient and exemplary beverage and food service to the customer delivered with the expected high level of service resulting in an exceptional customer experience for each and every Hinterland guest.

**Reports to: Restaurant Manager**

### **Restaurant Bartender job duties, role and responsibilities:**

- Create and contribute to a positive, productive work environment with a can-do attitude and customer-centric approach
- Perform work and care of guests with purpose, enthusiasm and a sense of fun and adventure - Treat others and conduct oneself with respect and care
- Review reservations to understand expected business during shift and plan accordingly
- Perform opening duties according to Front of House Side Work Checklist
- Prepare bar for service including stocking all beer, liquor, wine, ice and supplies as needed for scheduled shift
- Slice and pit fruit, and prepare other garnishes as required for beverage service
- Attend shift line-up in attentive, engaged manner, requesting clarifications as needed
- Welcome guests in a warm, friendly manner, engaging them personally immediately upon guests entering the bar area
- Review menus with guests emphasizing beer selection for beverage order and specific menu items for food order. Answer questions about beverages, menu items, and other applicable restaurant functions and services
- Inform guests of menu changes, daily specials and make recommendations you genuinely feel your guests will enjoy
- As needed/requested, explain to guests how various menu items are prepared, describing ingredients and cooking methods
- Take guests' beverage and food orders and accurately input orders into POS system for transmittal to bar and kitchen
- Check guests' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages
- Serve beverages or food to guests in timely and accurate manner
- Monitor and observe guests experience to ensure guests are satisfied with beverages, food and service and respond promptly and courteously to correct any problems
- Engage MOD in any issues that require additional attention or escalation
- Recognize, learn and use the names of frequent/regular guests
- Actively look for opportunities to exceed service standards and deliver an exceptional customer experience. Examples include:
  - Providing information regarding the local area, points of interest
  - Helping with directions and arrangements for transportation/accommodations if needed
  - Finding ways to make the guests experience distinct and extraordinary
- Take and prepare beverage orders from service staff
- Prepare drinks in accurate, efficient manner mixing appropriate ingredients in designated measured portions including liquor, soda, sugar, syrups, bitters, etc.
- Present, open and serve bottle wine to guests in appropriate glassware as required
- Remove used service ware and glassware from bar or tables
- Maintain cleanliness in all areas of the bar throughout shift including counters, sinks, utensils, shelves and storage areas
- Arrange and maintain bottle, glasses, supplies and merchandise in an attractive and functional manner to support efficient drink preparation, promotion of beverages, and attractive displays
- Restock bar as necessary including beer, liquor, wine, ice and supplies as needed for completion of shift
- Prepare checks that itemize and total meal costs, sales taxes and gratuity (when appropriate) and review for accuracy prior to presenting to guests

## **Hinterland Bartender Job Description cont.**

- Collect and process payments from guests, engaging bartender or MOD (Manager on Duty) to make change for cash transactions as needed
- Thank guests for their patronage and invite them to return
- Assist host by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests
- Monitor guests behavior and alert manager to guests who are inebriated and/or become loud and obnoxious
- Assist manager in proper course of action regarding inebriated and/or obnoxious guests including denial of service and potential removal from premises
- Complete side work according to Front of House Side Work Checklist
- Maintain knowledge of beer including type, producer, color, flavor profile, ingredients, serving portion, ABV and IBU
- Maintain knowledge of menu items including ingredients, preparation and cooking methods
- Maintain knowledge of wine menu including types/varietal(s), producer/brand, region of origin, vintage, flavor profiles and serving portions
- Attend and participate in all scheduled team meetings as required
- Participate in Hinterland Training & Development Program
- Seek, identify and share suggestions for improvement to manager

### **Tools & Technology**

- Point-of-sale terminals and workstations with touch screen monitors/tablets
- Credit card processing machines
- Paging controllers
- Point-of-sale receipt printers
- Coffee grinder/maker
- Cutting boards
- Commercial use cutlery
- Bar utensils: jiggers, shakers, stirrers, juicers, etc.

### **Minimum Qualifications**

- Positive, can-do attitude and willing customer service approach
- Be 18 years of age or older
- Good interpersonal communication skills
- Ability to multi-task
- Comfortable working in face-paced environment
- Knowledge of service and food and beverage standards, preferably involving at least two years of front-of-the-house hospitality experience
- Excellent basic mathematical skills
- Able to handle money and operate a point-of-sale system
- Able to work in a standing position for long periods of time (up to 8 hours)
- Able to safely lift and easily maneuver trays of food and beverages and containers weighing up to 50 pounds

This policy/procedure is a guideline to be followed with reason and discretion. This policy/procedure is subject to change. Any change to this policy/procedure is subject to and requires management approval prior to implementation. Any change to this policy/procedure requires written notification to the entire Hinterland team prior to implementation.