



Bar Attendant

Department:	Beverage
Location:	Bar areas
Responsible to:	Bar Supervisor
Liaise with:	Duty Manager

OBJECTIVE: To perform all Beverage and Operations duties in accordance with the Club's policies and procedures to ensure the highest standards are attained.

To provide a level of customer service across all beverage departments that is at all times courteous, helpful, friendly, efficient and customer focused whilst ensuring compliance with the Associations Incorporations Act and the Liquor Act.

To assist patrons with any form of guidance or information in regards to the Club's operations.

RESPONSIBILITIES AND DUTIES

1. Prepare and serve beverages as requested by the customer, in accordance with specified standards.
2. Maintain wastage to minimal level and report any serious problems to your Supervisor.
3. Greet customers in a courteous and polite manner at all times, ensuring all customers receive prompt service at all times.
4. Ensure compliance with the Club's policies regarding sale under the Liquor Act.
5. Conduct all till transactions in accordance with club cash handling procedures.
6. Collect and check float, advise Supervisor when till prepared for 'Z' read.
7. Report any over rings to the Supervisor at the time of the event and complete over ring documentation as per procedure.
8. Ensure all sales are accurately recorded to maintain a maximum \$10.00 tolerance at the completion of trade.
9. Maintain bar area in a clean state.
10. Carry out routine cleaning duties as specified.
11. Completely clean bar area at completion of shift.
12. Provide efficient beverage service, encompassing general bar duties, cleaning of bar area and equipment, restocking product on a rotational basis, waste/bottle storage and disposal, chemical storage and usage, cleaning of work surface areas.

13. Conduct all Opening, Operating and Closing duties as per written procedures.
14. Be aware of all club functions, events, promotions and activities at all times and provide this information to members, guests and visitors.
15. Ensure complete and detailed shift hand-overs are conducted.
16. Practice Responsible Service of Alcohol as per the Club's code of conduct.
17. Promote the benefits of membership and the usage of membership cards.
18. Consistently demonstrate professionalism, integrity, commitment, fairness and co-operation in all aspects of the above responsibilities.
19. Demonstrate safe work practices in accordance with Occupational Health and Safety Regulations and other health and safety requirements.
20. Work hours as per roster.
21. Other duties as requested by the Duty Manager.

CAPABILITIES REQUIRED

Knowledge of: Associations Incorporations Act
 Customer Service Principles
 Workplace Health and Safety Act
 Beverage and Cellar Operations
 Liquor Act

Skills: Customer Liaison
 Human/Interpersonal Relations
 Accurate cash handling

Attributes: Professional
 Trustworthy
 Punctual/reliable/dependable
 Well spoken, courteous
 Self-motivated
 Positive and Enthusiastic

Minimum

Qualifications: Responsible Service of Alcohol certificate (LLD)