



Boston Pizza Uxbridge

JOB DESCRIPTION BARTENDER

REPORTS TO: BAR MANAGER & RESTAURANT MANAGEMENT

SUMMARY OF WORK PERFORMED

The Bartender, is responsible for the production of quality, attractive and appealing drinks through adhering to Boston Pizza specifications. They must also maintain a high level of service while attending to guests' needs in a prompt and courteous manner. The Bartender will be accountable for appropriate stock levels and the organization of the bar and lounge.

DUTIES AND RESPONSIBILITIES

- The Bartender is responsible for ensuring that all guests are attended to and served in accordance with the high standards outlined by Boston Pizza.
- The Bartender will maintain a high level of bar product and recipe knowledge and ensure that all products are prepared and served according to Boston Pizza specifications.
- The Bartender is responsible for enquiring about the guest's experience in a sincere and caring manner. Where necessary initiate approved resolution procedures when a negative guest experience is identified.
- The Bartender is responsible for thanking each and every guest for their patronage in a sincere and caring manner.
- The Bartender should be knowledgeable on current sporting results and game schedules.
- The Bartender will practise the responsible selling and serving of alcohol at all times as mandated in provincial regulations and observed by the respective licensing authorities.
- Security of all bar products is of prime importance. The Bartender will see that all lockup and any other procedures laid out by management to ensure security are followed.
- Boston Pizza food menu is available in the lounge at all times; therefore, a good working knowledge of all food products must be maintained.
- The Bartender will constantly maintain stock levels for use in the lounge and dining room.
- Organization and cleanliness of the bar and lounge areas are the responsibility of the Bartender. They will follow all check lists and cleaning schedules
- The Bartender will ensure that all guests benefit from ongoing and upcoming promotions by staying abreast of and implementing them on a day-to-day basis.
- From time to time the Bartender may be required to assist in the training and development of new employees.
- Co-operation, communication and teamwork are essential for a successful Bartender.
- The Bartender may or may not be responsible for the handling of cash within the restaurant.
- The Bartender will perform other such tasks that may be assigned from time to time.

OTHER DUTIES

- **The cleanliness of the entire restaurant, exterior and parking areas are a top priority of the General Management Team and all employees are expected to ensure the cleanliness of these areas.**

CERTIFICATE REQUIREMENTS



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