

General Position Information:		
This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.		
DOL Overtime Status: <u>Non-Exempt</u> Employment: <u>FT or PT</u> Workers Comp Code: <u>9058</u> EEOC Class: <u>9 -ServiceWrk</u>	Pay Type: <u>Hourly</u> Base Pay \$ _____ to \$ _____ hourly Level: <u>Staff</u> Benefit Class: (1)	Location: <u>Charter One</u> Department: <u>Food and Beverage</u> Reports to: <u>Banquet Manager</u> Supervises: <u>n/a</u>

Position Summary:

Mixes and serves alcoholic and nonalcoholic drinks to patrons of bar by performing the following duties.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)

- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License*
 - High school diploma or GED.
 - Prefer specialized bartender training.
- **Experience: (Type of work experience, min. number of years):**
 - Prefer two years of bartending experience or training requirement.
- **Technical or Administrative Knowledge:**
 - Basic phone and computer skills with working knowledge of recent Windows software versions.
 - Must be able to measure, add, subtract, multiply and divide.
 - Must be able to anticipate customer needs, evaluate unfavorable patron behavior and act accordingly.
- **Special Skills and/or Abilities:**
 - Excellent interpersonal/communication and customer service skills – approachable, cheerful, helpful, etc.
 - Must be able to handle multiple tasks in a fast paced environment.
 - Maintains professional appearance and demeanor at all times.
 - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

Physical Requirements and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- **Physical Requirements:** **Light:** Lifting 0-10 pds. **Moderate:** Lifting 0-25 pds. **Heavy:** Lifting 25+ pds.

L -Bending/stooping L -Reaching above/below the waist L -Pushing/pulling movements L -Climbing stairs / ladders	G -Standing L -Kneeling L -Sitting L -Walking	M -Lifting L -Taste/Smell L -Typing	L -Color / Depth perception L -Fine hand & finger movements O -Operate motor vehicle M -Operate various equipment
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- **Working Conditions and Schedules:**
 - G - Interacting with co-workers, vendors, and customers.
 - M - Hot/cold environment, subject to frequent odors, steam, wet, slippery conditions.
 - L - Risk of exposure to potentially infectious materials.
 - L - Office machines, phones, fax, computers, postage meter, etc.
 - G - Working environment: various areas in restaurant, pub, lounge.
 - G - Works nights, weekends and holidays.
- **Necessary traits for this position:** Seeing Hearing Talking* Reading* Writing*
 - Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
 - Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: English Spanish French Other _____

Job Description (continued)

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Takes orders from customers or servers.
- Mixes ingredients such as liquor, soda, water, sugar, and bitters to prepare cocktails and other drinks.
- Serves wine and draft or bottled beer.
- Collects money for drinks served.
- Submits orders or requisitions for liquors and supplies to Food and Beverage manager.
- Arranges bottles and glasses to make attractive display.
- Slices and pits fruit for garnishing drinks.
- Maintains cleanliness of drink mixing equipment.
- Replenishes bar snacks such as chips, pretzels, and nuts.
- Monitors guests' alcohol intake.
- Actively builds awareness of the Brand to guests.
- Provides high quality customer service by meeting guests' expectations and requirements.
- Confers and cooperates with other departments as needed to ensure coordination of activities.
- Adheres to safety policies and reports any unsafe conditions to management.
- Adheres to local health code.
- Attends department meetings and training as requested.
- Complies with all policies as described in the Charter One Employee Handbook.
- Other duties may be assigned based on company's needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____