



Classification Description

Job Title: Bartender

Pay Grade: TEMP

Job Code: 8105A - Student Assistant
9110A - OPS Temp

FLSA Status: Non-Exempt

Job Purpose

Event bartenders serve beverages at FSW events held at the Suncoast Credit Union Arena and/or City of Palms Park and ensure that customer satisfaction is maintained. The bartender is responsible to create classic and innovative drinks exceeding customers' needs and expectations. This position must understand and follow opening and closing procedures and food and beverage regulations.

General Responsibilities

Essential Functions

Prepares alcohol or non-alcohol beverages for patrons.

Interacts with customers, takes orders and serves snacks and drinks.

Assesses customers' needs and preferences and make recommendations.

Mixes ingredients to prepare cocktails.

Checks customers' identification and confirm it meets legal drinking age.

Restocks and replenishes bar inventory and supplies.

Remains guest focused and nurtures an excellent guest experience.

Complies with all food and beverage regulations.

Communicates with guests with enthusiasm and makes them feel appreciated through displayed actions.

Works in collaboration with other bar staff to keep the bar area cleaned; maintains College's standards at all times.

BARTENDER

Receives cash and credit card payments from guests and gives them accurate change when appropriate.

Arranges glasses and bottles to maintain an attractive display in agreement with bar standards.

Discontinues serving guests who appear intoxicated.

Maintains an accurate cash drawer throughout the event and accounts for any and all discrepancies in the final drawer tally.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Must be 18 years or older.

High School Diploma/GED.

Proven work experience as a bartender.

Excellent knowledge of mixing, garnishing and serving drinks.

Ability to stand for a long period of time.

Computer literacy.

Positive attitude and excellent communication skills.

Strong Customer Service and Interpersonal Skills.

Ability to keep the bar organized, stocked and clean.

Possess multitasking ability for getting several tasks done within a short period.

Be attentive to take and provide correct orders to customers.

Possess good math skills to be able to make simple calculations.

BARTENDER

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

BARTENDER

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Position requires standing for long periods of time. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 9, 2018.