

# Job Description: Bartender

**Job Title:** Bartender

**Location:** FOH / Pool Area

**Reports to:** Club House Manager and Supervisors

**Position Type:** [Full-time/Part-time/Seasonal]

**About Us:** Great Oaks Country Club was founded in 1971 and nestled in the rolling hills of Oakland County is in the heart of Rochester, Michigan and one of metro Detroit's best kept secrets. Once a Black Angus farm, Great Oaks was purchased from Howard McGregor, a prominent businessman of the Rochester Area, by the Slavik family in 1968 for development.

**Job Summary:** As a Bartender, you will be responsible for crafting and serving a wide variety of beverages while providing exceptional customer service. You will create a welcoming and engaging atmosphere for guests, ensuring they have a memorable experience.

## **Key Responsibilities:**

- **Mixology and Beverage Preparation:**
  - Prepare and serve alcoholic and non-alcoholic beverages according to established recipes and customer preferences.
  - Create innovative and unique cocktails while maintaining consistency in taste and presentation.
  - Prepare fruit and other garnishes before opening the bar.
- **Customer Service:**
  - Interact with guests in a friendly and engaging manner, providing recommendations and answering questions about the menu.
  - Ensure guest satisfaction by addressing any concerns or special requests promptly and courteously.
- **Bar Operations:**
  - Maintain a clean and organized bar area, including stocking supplies, glassware, and garnishes.
  - Monitor inventory levels and place orders for alcoholic and non-alcoholic beverages as needed.
  - Attractively displays glasses and liquor bottles.
  - Keeps bar supplied with alcohol, pop and snacks.

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- **Compliance and Safety:**

- Adhere to all local, state, and federal regulations regarding the sale and service of alcoholic beverages.
  - Ensures that customers are of legal drinking age by checking photo ID's.
  - Uses proper judgement and, when necessary, obtain a manager to refuse service to patrons who are intoxicated or disruptive.
- Follow established safety and sanitation guidelines to ensure a safe working environment.

- **Upselling and Promotions:**

- Promote special offers, events, and promotions to enhance the guest experience and increase sales.
- Upsell premium and specialty beverages to maximize revenue.

- **Cash Handling and Payment Processing:**

- Accurately process payments or members chits and make sure member numbers are correct. Handle cash transactions and provide correct change.
  - Ability to learn software used at GOCC
- Keep track of tabs and reconcile sales at the end of each shift.

- **Product Knowledge:**

- Stay informed about current and upcoming beverage trends, as well as the bar's offerings.
- Educate guests about the ingredients and flavors of different beverages.

- **Teamwork and Communication:**

- Collaborate with other bar staff and servers to ensure smooth operations and guest satisfaction.
- Communicate effectively with colleagues and superiors.

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## **Qualifications:**

- Must be at least 21 years old
- Previous bartending experience in a high-volume establishment is highly preferred.
- Extensive knowledge of mixology, cocktails, and beverage service techniques.
- Excellent customer service and interpersonal skills.
- Ability to work in a fast-paced environment and handle stressful situations with composure.
- Ability to remain calm when dealing with unruly and argumentative patrons.
- TIPS or similar alcohol certification

## ***Physical Requirements:***

- Prolonged periods standing and preparing drinks.
- Ability to complete orders quickly and accurately.
- Must be able to lift at least 25 pounds.