**Auburn University Hotel & Dixon Conference Center**

Position Description

**Position Title:** ***Head Bartender*  Department:** Ariccia Cucina Italiana

**Reports to:** Restaurant Manager

**Date Written/Revised:** 06/25/2020 **Approved by Supervisor:** Adam Keeshan

**DEPartment: F&B**

**Reports to: Restaurant Manager**

**Status: Exempt**

**JOB SUMMARY**

We are looking for full-time, enthusiastic head bartender to provide an excellent dining experience to our guests and encouraging staff to create positive guest relations. The head bartender will oversee the bar and Piccolo areas by focusing on providing leadership on the floor. This head bartender will be responsible for overseeing the entire bar program and operation. Good bartenders will be able to create classic and innovative drinks exceeding customers’ needs and expectations and leading the team by exhibiting the core expectations of our brand. Compensation includes hourly rate plus tips.

**LEADERSHIP RESPONSIBILITES**

* Position is primarily Tuesday-Saturday PM. Shifts outside the primary PM role will include monthly beverage inventory, teaching bar operations to practicum students at Auburn University, special event and holiday weekends (football, graduations, etc) and other business as needed.
* Responsible for Ariccia and Piccolos Beverage Program to include creating and updating seasonal cocktail menus that focus on fresh, seasonal ingredients and prepare a full plating guide for all cocktails and ensure that all staff are creating cocktails in a standardized and consistent matter. Cocktail menu should always have a focus on Italian specialty and classic cocktails.
* Ensuring that the Ariccia and Piccolo schedule is posted per The Hotel at Auburn University standards to ensure proper coverage for the operation.
* Responsible for selection and proper training of all bartenders and cocktail servers
* Ensuring that the wine cellar is organized and set daily per operating standards.
* Ensuring that our draft selection is consistent on a nightly basis.
* Schedule and conduct monthly tastings and training classes
* Ensure that all Piccolo and bar staff attend the daily line-ups and that a wine, draft beer list and cocktail of the day is presented to staff with pricing and blending methods.
* Responsible for completing and/or ensuring the beer, wine, liquor, food and dry good requisitions are filled according to The Hotel at Auburn University’s standard operating procedure on a daily basis.
* Ensuring that all daily, weekly, monthly and quarterly duties of side work and cleanliness are done per he Hotel at Auburn University’s standard operating procedures.
* Responsible for maintaining stock, cutting, and storing of all fresh fruit and vegetable garnishes, juices, infusions, syrups and other perishables daily to insure product quality and within Lee County’s Health Code guidelines.
* Greets guests in a courteous and friendly manner, promotes and documents orders for drinks. Mixes, garnishes and presents drinks using standard ingredient recipes and practicing prudent portion control
* Abide by all State, Federal and Corporate requirements pertaining to serving alcoholic beverages and ensuring all staff members are certified in responsible vendor and servsafe
* Ensure bar is closed nightly and locks up and stores all beverage, food and other equipment item, deposits cash drops and secures bank
* Ensure that the guests of both Piccolo and the Bar are properly taken care of and drinks and food are being received in a timely and genuinely warm and caring service.
* Ensuring that the bar is always maintained in a clean and neat environment
* Ensure the bar is always ready for beverage inventory on the 1st of the month and that products are updated in Bevspot regularly.
* Maintain a proper par list for the bar, wine room and liquor store room.
* Using our Coravin system, have a daily wine that is bottle only featured by the glass.
* Conduct line-ups for all staff that were un available to attend the 4:30 huddle
* Work with Restaurant Manager to ensure that the bar and piccolo training manual is always updated and current.
* Ensure that all pricing, descriptions, vintages match throughout Piccolo menu, Ariccia menu, Infogenisis Point of Sale and Bevspot.
* Stay ahead of market and beverage trends and seek out new products for Ariccia & Piccolo bar.
* Ensure that daily feature chalk boards are updated regularly and showcase correct information.
* Ensure that the beverage cost is at or below budget, monthly.
* Ensure that the bar and piccolo always have updated menus in place.

**BARTENDING RESPONSIBILITES**

* Maintain a quarterly and/or seasonal cocktail menu using fresh ingredients
* Ability to server wine by the glass or bottle, using proper presentation methods.
* Prepare cocktails using standardized recipes and plating guides.
* Prepare all mixed drinks/cocktails using proper building techniques.
* Prepares all garnishes and mise en place for each shift, based on projected business.
* Prepare drinks for Piccolo cocktail servers, Ariccia Trattoria and patrons of the bar in a timely matter following our SOP.
* Prepare drinks requested by guests.
* Promote Ariccia Trattoria and Piccolo to guests of the bar in a positive manner.
* Provide full dinner service to guests of the bar, following our steps of service outlined in server training.
* Maintain and clean and organized back bar on a daily basis
* Ensure that all wells, coolers and other displays are kept neat and clean at all times.
* Ensure that all wines opened are properly sealed using the Le Verre Du Vin system on a nightly basis.
* Ensure daily draft beer board is updated and accurate based on beer in the draft system.
* Prepare specialty cocktails daily and presented to wait staff during nightly line-ups.
* Submit daily requisitions for alcoholic, non-alcoholic, food and dry good supplies on a daily basis following our requisition process.
* Ensure all glassware is properly polished prior to serving.
* Ensure that all cocktails are properly served in their appropriate glassware.
* Replenishes beverages as necessary by anticipating guest’s needs.
* Detailed knowledge of all spirits of the bar.
* Ability to upsell liquors
* Ensures proper rotation of a food and beverage items to limit waste/expired product. Ensuring that checklists, requisitions and proper opening and closing functions are being completed each shift.
* Communicate with guests and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information.
* Remain calm and alert, especially during emergency situation and/or heavy hotel activity, serving as a role model for the staff and other hotel employees.
* Ensure basic standard operating procedures for all outlets are in place and are in compliance with Federal, state, local and Capella's own practices. (eg. ServSafe, Responsible Vendor)
* Promptly punch into the timecard machine and immediately begin my shift and work as directed by supervisor.
* Ensuring sequence of service for all guest interactions are met from warm welcome to fond farewell.
* Recording Guest Preferences into Open Table
* Upsell products to guests to ensure hotel financial profitability
* Ensuring that all steps of services as outlines in training materials are being followed on a daily basis.
* Interact positively with customers promoting hotel facilities and services. Resolve problems to the satisfaction of involved parties.
* Ensure that all standards and hotel cash handling procedures are met.
* Solicit feedback from guests concerning the service and food & beverage offerings in all outlets.
* Attend mandatory meetings including divisional meetings, staff meetings, etc.
* Operate POS system to input guest orders.
* Maintain a clean and organized work area.
* Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
* Educate all customers on our products and services.
* Maintains the highest quality, consistent product standards.
* Responds proactively to prevent customer service situations by anticipating guest needs.
* Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
* Answers telephone in a courteous and friendly manner including, but not limited to, giving store greeting, directions to store location, and receiving and filling customer orders.
* Reports all defects, employee accidents or potential guest hazards to the manager on duty through our SOP.
* Informs the manager on duty of any operational inconsistencies.
* Well-organized and detail-oriented.
* Regularly required to lift and/or move items up to 30 pounds.

**SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

* Ability to walk, stand, and/or bend continuously to perform essential job functions.
* Ability to move up to 100 lbs., with wheeled assistance.
* Ability to lift up to 50 lbs., and to lift lifter objects overhead. The transporting, moving, lifting, and/or stacking of alcoholic and non-alcoholic beverages.
* Ability to communicate in English, both orally and in writing, with guests and employees, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems.
* Ability to work under pressure and deal with stressful situations during busy periods.
* Ability to accomplish necessary tasks on a computer.
* Meet governmental regulations dealing with the sale of alcoholic beverages.
* Meet governmental health requirements.
* Ability to communicate in English, both orally and in writing, with guests and employees, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems.
* Requires standing and walking 95% of workday
* Physical activities include walking, talking, standing, stooping, hearing, seeing, talking, bending, reaching, fingering, feeling, touching, writing, grasping, handling, stretching, balancing, pushing, pulling.
* Interaction with all types of people.
* Considerable repetitive motion of hands, wrists, shoulders and back is required.

**EDUCATION**

* Any combination of education, training or experience that provides the required knowledge, skills and abilities. High School graduate or equivalent required.

**EXPERIENCE**

* Three years bartending in a fine-dining setting preferred.

**CERTIFICATES**

* Ability to obtain any government required licenses or certificates. CPR Certification and/or First Aid training preferred.
* Responsible Vendor Certified.
* Any level of certification through the Court of Master Sommeliers, WSET, Society of Wine Educators is preferred.

**GROOMING**

All employees must maintain a neat, clean and well-groomed appearance (specific standards available).

**NOTICE**

**The hospitality business functions seven days a week, twenty-four hours a day. This is a hospitality business and a hospitable service atmosphere must be projected at all times.**

Upon employment, all employees are required to fully comply with Capella Hotel Group rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

**I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION.**

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMPLOYEE SIGNATURE DATE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SUPERVISOR SIGNATURE DATE

**This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the skills and responsibilities required to do this job successfully.**