



BARTENDER JOB DESCRIPTION

Objective: To adhere to all Ninety Nine policies related to personal conduct, uniform, appearance, guest service and relations. To exhibit a “Passion to Serve” to all of our guests and become “Best of Class” in our segment of the restaurant industry.

Essential Functions:

1. Responsible and liable for checking the balance of your bar bank prior to beginning of your shift and at the end of your shift.
2. Responsible and liable for sales recorded on your register, collecting monies from patrons (except the voids and overrings signed by the manager).
3. Responsible for the delivery of **Ninety Nine Bar Service Fundamentals** 100% of the time.
4. Responsible to assist in training new team members in the Ninety Nine corporate policies and procedures.
5. Responsible to know: service procedures, drink recipes, glasswares, garnishes, food and drink prices, food portions, and proper sales procedures.
6. Responsible to complete daily side work, station setups and breakdowns including opening, swing and closing shifts.
7. Responsible to know bar equipment operation, maintenance and cleaning procedures. Requisitions liquor and bar supplies. Cleans bar and service areas.
8. Responsible to know and adhere to all regulations regarding responsible service of alcohol in accordance with Ninety Nine Policies and State Laws.
9. Responsible for recognition and handling of disorderly or intoxicated patrons.
10. Maintain brand standards of high quality and integrity.

Feedback:

1. Periodic team member meetings.
2. Pep Talks
3. Performance Reviews



Physical Requirements:

- Ability to stand up to 12 hours a day
- Ability to lift up to 25 lbs.
- Frequent carrying and twisting
- Ability to reach, lift and stand while twisting
- Ability to climb stairs
- Bending, stooping, stretching and reaching are occasional requirements.

Service Fundamentals – Bartender:

- Smiling, friendly greeting
 - Introduce yourself, learn guests name, enter into bar tab
- Specific alcoholic beverage suggestion (also non-alcoholic at lunch)
 - Drinks of the day used, unless guest has a known favorite beverage
- Specific appetizer suggestion
 - LTO, guest count builder or restaurant daily special
- Specific entrée(s) suggestion
 - Featured LTO items, guest count builder items, restaurant daily special
- Two bite check back
 - Be sure all is perfect
- Beverage refill offer
 - Upon second return visit once entrees are served
- Specific desert suggestion
 - Upon second return visit, suggest LTO item, petite treat or restaurant daily special
- E-club or promotional mention
 - Describe featured event to guest
- Rapid check processing
 - Have check prepared, return promptly to collect payment
- Sincere thank you and welcome/invite back
 - Show your appreciation for your guest visiting the Ninety Nine