

Brighton Management, LLC
Sheraton Pasadena Hotel
POSITION DESCRIPTION

JOB TITLE: Bartender
DEPARTMENT NAME: F&B
REPORTS TO: F&B Director

I. POSITION SUMMARY:

Work as a partner in the achievement of our common goals, including, Guest Satisfaction, Associate Satisfaction, Financial Success and a Safe Environment.

Maintain a commitment to continually enhance a uniquely exciting atmosphere and guest experience, consistently providing friendly service, and consistently providing the highest quality product and value to every customer on every occasion.

II. WORKING RELATIONSHIP:

Reports to: F&B Director
Interfaces with: All levels of management and non-management associates, local businesses and Customers.

III. ESSENTIAL JOB FUNCTIONS:

- ◆ Greet customers as they arrive
- ◆ Initiate and indulge in dialogue with customers as part of customer services
- ◆ Provide customers information about deals and new food and beverage items
- ◆ Replace drink that is not liked by customers
- ◆ Describe menu items to customers in a bid to increase sales
- ◆ Receive payment in exchange of items sold
- ◆ Process cash and credit card payments through the MICROS
- ◆ Ensure the cleanliness and sanitation of the work area
- ◆ Make sure that glasses and plates are clean
- ◆ Ensure that all tools use are in perfect working condition at all times
- ◆ Comply with all Sheraton and Brighton standards and guidelines.
- ◆ Close paperwork accordingly.
- ◆ Perform all side duties per guidelines.
- ◆ Prepare alcohol or non-alcohol beverages
- ◆ Interact with customers, take orders and serve snacks and drinks
- ◆ Assess customers' needs and preferences and make recommendations
- ◆ Mix ingredients to prepare cocktails
- ◆ Check customers' identification and confirm it meets legal drinking age
- ◆ Restock and replenish bar inventory and supplies
- ◆ Stay guest focused and nurture an excellent guest experience
- ◆ Comply with all food and beverage regulations

IV. JOB QUALIFICATIONS:

- ◆ Able to track and keep accurate records.
- ◆ Well organized
- ◆ Knowledge of service standards
- ◆ Excellent communication skills
- ◆ Reading and writing in English required
- ◆ Detail oriented
- ◆ Must possess initiative and high energy level
- ◆ Ability to coordinate multiple activities
- ◆ Ability to interact with senior executives
- ◆ Outstanding hospitality skills

V. SAFETY AWARENESS:

- ◆ Comply with all safety requirements and regulations as dictated.

NOTE: The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be scheduled to work more than 40 hours per week.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

Manager's Signature/Date

Associate's Signature/Date