

Job Title: Bartender
FLSA: Non-exempt
Reports To: Lead Bartender
Benefits: Eligible upon 90 days – PTO/Holidays/Health/Vision/Dental/Life
Retirement: Eligible for enrollment on the first day of hire

Department: 3321
Status: Full Time
Pay Grade: 3

SUMMARY:

Bartender must be 18 years of age to serve liquor according to Montana State Law. The Bartender must be able to perform simple mathematical calculations and handle money. A Bartender must be able to use POS System. Bartender must have specific knowledge of beer, wine and spirits and be familiar with standard drink recipes. The Bartender will be an individual who enjoys a social environment and daily interaction with the public.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Responsible for the beverage service to beverage/food servers and guests in an assigned service station ensuring efficient and prompt service.
- Organized, able to think and act quickly, and effectively maintain self-composure, be guest sensitive and possess a sense of timing.
- Display integrity, professionalism, discretion, and honesty in all aspects of employment
- Always follow all Montana State Liquor laws
- Follows alcohol awareness procedures for preventing intoxication of guests and if they become intoxicated how to handle the guest.
- Creates a warm and fun atmosphere.
- Acknowledge guest promptly.
- Maintain guest contact and anticipate guest needs.
- Suggestively upsell food and beverage in a professional manner
- Responsible for mixing and serving of alcoholic beverage and/or nonalcoholic beverages according to established recipes and procedures.
- Answers questions about drinks including their ingredients, preparation, and accompanying items.
- Take beverage and food orders, preparing check fully and know correct abbreviations.
- Helps with refilling drinks for guests as needed.
- Handle cash transactions for wait staff and departing guests, accepts bills and makes change, adds discounts, complimentary food, and beverages.
- Communicates continually during shift with staff to ensure smooth operations.
- Keeps a neat and clean bar station, sets up and takes down station appropriately.
- Cleans station at the end of the shift per the specific requirements established for that location.
- Adheres to company sanitation procedures and personal hygiene policies.
- Performs all duties and responsibilities in a timely and effective manner in accordance with established policies.
- Be knowledgeable and able to follow all policies and procedures as outlined in the official Cash Handling Manual and the official Policies and Procedures Manual established by S & K Gaming, LLC
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary.
- Take pride in personal appearance and show dedication to the job.

- Well versed in the concepts of quality customer service
- Always maintain the highest quality and production of the operation and provide a favorable image.
- Maintain a teamwork effort.
- Completes assigned prep work duties as directed.
- Periodic deep cleaning projects, coolers, walk-ins, shelves, etc.
- Gives a warm and pleasant farewell to guests and invites them to return.
- Other duties as assigned.

SUPERVISION EXERCISED:

- None

EDUCATION and/or EXPERIENCE:

- High School diploma or GED required.
- Minimum of six (6) months of bar/lounge experience

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of the Dram Shop Act and bartenders' responsibilities and rights under it
- Problem solving and decision making.
- Must be friendly, outgoing and possess good communication skills.
- Individual personality should shine through all interactions with the public.
- Skill in observing situations and striving for high guest satisfaction.
- Skill in dealing courteously with the public and coworkers.
- Ability to effectively communicate.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- Works directly with Casino Staff
- This position will require physical activity.
- Able to stand walk, and often with little time to sit during an entire 6-8-hour shift.
- Must be able to lift/carry 40 pounds at a time.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be able to read menu to sight-impaired guests.
- Must possess good math skills.
- Effectively card all guests who appear to be under the age of 30.
- Broken glass and slipping are hazards of job.
- Walking on wet floors
- Ability to work flexible hours/shifts including evenings, weekends and holidays required

CERTIFICATES/LICENSES & REGULATIONS:

- SafeServ certification required.
- ServSafe certification required.
- Cash handling training required.
- POS training required.
- Required to watch Customer Service video annually.
- Required to watch Sexual Harassment video annually.

- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.
- It is always the responsibility of the employee to always have all documents current and valid.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements. By signing this document, I certify that I meet all the physical requirements for this job without limitation.

Employee Print & Sign

Date

HR Representative

Date