Bartender Lead

Job Description:

The **Bartender Lead** directs other bartenders, supports them, and direct them as needed to maintain a smooth work flow for staff and a pleasant experience for customers. They can be involved in training, answering staff questions, and clarifying how things are done in accordance with the establishment’s policies and procedures. They generally have years of experience to draw from. They may also be involved in the hiring and interview process, and may make recommendations for termination of certain staff. They also perform regular duties such as making drink mixes, garnishes and serving beverages and food to customers. They often are responsible for stocking the bar, prepping garnishes, and washing glassware. Some bartenders work in restaurant bars where they are also responsible for taking food orders and serving patrons. They may also be known as barkeeps or mixologists. Bartenders can work as local bars, dance clubs, restaurants, or special events such as weddings and conferences. They are well versed on different alcohols and are able to mix various types of cocktails. They may be required to understand other alcohols served in the established, such as beers, whiskeys, wines, and other liquors. The bartender must have a great personality and be able to communicate with guests. Their responsibilities may vary based on the venue where they are working.

Job Responsibilities:

* Train new staff
* Participate in hiring of new staff
* Make recommendations for termination
* Make recommendations for promotions and pay increases
* Provide suggestions for improvement for performance reviews
* Communicate with other staff in restaurant to communicate customer needs (i.e. bartender, kitchen, manager, etc)
* Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.
* Adhere to sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas.
* Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
* Responsible for ensuring consistent high quality of food preparation and service.
* Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
* Inform management of supply shortages and equipment problems asap
* Be ServSafe certified.
* Uphold and enforce all ServSafe guidelines.
* Ensure positive guest service in all areas.
* Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
* Know when to escalate a customer problem to management
* Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
* Interact with customers, take orders and serve snacks and drinks
* Assess customers’ needs and preferences and make recommendations
* Mix ingredients to prepare cocktails
* Plan and present bar menu
* 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
* Assist members and guests during the dinner service with drink recommendations
* Train staff in aspects of wine, hard alcohols, beers, and liquors to improve their understanding for guests’ experience
* Instruct staff in proper service techniques including glassware, pouring, pour levels, storage, beverage pairings and the ability to understand guest preferences.
* Ensure that all wine is served in proper glassware and in proper condition.
* Maintain all beverage lists to be accurate, up to date and free of errors.
* Maintain all wine, liquor and beer.
* Make wine recommendations to the executive chef
* Build relationships with vendors
* Responsible for developing an annual budget for the house wine collection
* Determine pricing of bottles and glasses where appropriate
* Maintain personal certifications
* Maintain appropriate health department requirements and be able to pass inspections
* Maintain establishment’s licensing and inspections related to alcohol selling and service

Job Qualifications:

* High school diploma required
* Bartender certification required
* Degree in restaurant management, hospitality, or diploma in mixology required
* Alcohol and beverage license or certification required
* Experience as a bartender lead

Opportunities as a bartender lead are available for applicants without experience in which more than one bartender lead is needed in an area such that an experienced bartender lead will be present to mentor.

Job Skills Required:

* Must be passionate about alcohol and beverages
* Must possess superior people skills
* Ability to memorize vast numbers of cocktail recipes
* The ability to determine alcohol faults and maintain proper temperatures in order to showcase products at their maximum potential.
* A strong knowledge of food and beverage pairings.
* Solid understanding of pricing, budgets and cost controls.
* Operation and programming knowledge of a point of sales system.
* Knowledge of industry standards and regulations
* Knowledge of health department regulations
* Ability to multitask
* Good communication skills
* Able to work calmly under high pressure
* Leadership skills
* Ability to delegate appropriately
* Ability to problem solve
* Ability to resolve staff issues
* Team Player
* Pleasant, polite manner and a neat and clean appearance.
* Able to work in a fast-paced environment
* Able to multitask, prioritize, and manage time efficiently
* Physical endurance to stand for an entire shift
* Self-motivated and self-directed
* Works well as part of a team and on individual tasks
* Able to quickly memorize complex or multiple orders