

Title: Bartender

Department: Operations

**Reports to: Head Bartender, Assistant Manager,
or General Manager**

Typical Work Week: 35 – 40 hours

Salary Range (per hour): base wage plus tips

BALISTRETI'S

BLUEMOUND INN

BALISTRETI'S

ITALIAN/AMERICAN RISTORANTE

Job Description for: Bartenders

Mix and serve drinks to patrons, directly or through wait staff.

Essential Physical Requirements for: Bartender

Frequent washing of hands.

Be Able to lift up to 50 lbs.

Hazards may include, but are not limited to, slipping and tripping.

You must be of legal age to serve liquor according to state law.

Job Tasks for: Bartenders

- Mix ingredients, such as liquor, soda, water, sugar, and bitters, in order to prepare cocktails and other drinks.
- Serve wine, and bottled or draft beer.
- Collect money for drinks and food served.
- Arrange bottles and glasses to make attractive displays.
- Slice and pit fruit for garnishing drinks.
- Order or requisition liquors and supplies.
- Clean glasses, utensils, and bar equipment.
- Prepare appetizers, such as pickles, cheese, and cold meats.
- Ask customers who become loud and obnoxious to leave.
- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
- Balance cash receipts.

- Check identification of customers in order to verify age requirements for purchase of alcohol.
- Clean bars, work areas, and tables.
- Create drink recipes.
- Plan bar menus.
- Plan, organize, and control the operations of a cocktail lounge or bar.
- Serve snacks or food items to customers seated at the bar.
- Supervise the work of bar staff and other bartenders.
- Take beverage orders from serving staff or directly from patrons.
- Thank guest, and ask them to return.
- Must pass Responsible Service of Alcohol Test with a score of 90% or better.
- Welcome each guest personally within 30 seconds.
- Communicate with guests using clear and enthusiastic words, tone and body language at all times. Make guests feel appreciated through your actions.
- Work as a team with all Balistreri's personnel in order to maintain an effective atmosphere and an efficient food and beverage service.
- Work with others to keep all areas cleaned and stocked to Balistreri's standards at all times.
- Mix, garnish and serve alcoholic and non-alcoholic drinks for patrons of bar and dining room following standard recipes.
- Ring drink orders into computer immediately, collect money from guests for drinks served and make change.
- Wash and sanitize all glassware and bar utensils.
- Be attentive! Offer your assistance before the guests has to ask for it.
- Count drinks Guests are served.
- Place current bar tabs in front of Guests at all times.
- Anticipate your guest's needs. Follow the half-full rule when offering another drink. Be alert of guest signals (raising a hand, looking directly at you, etc.), and acknowledge the guest so they know you will be right with them.
- Learn your guests' names, occupations, and favorite drinks. This will make Balistreri's a special place for them.
- Other duties as directed.

Required Knowledge for: Bartenders

- Customer and Personal Service -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- Sales and Marketing -- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Law and Government -- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Mathematics -- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

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English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills Required for: Bartenders

- Service Orientation -- Actively looking for ways to help people.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness -- Being aware of others' reactions and understanding why they react as they do.
- Speaking -- Talking to others to convey information effectively.

Abilities Required for: Bartenders

- Memorization -- The ability to remember information such as words, numbers, pictures, and procedures.
- Manual Dexterity -- The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Information Ordering -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Speech Recognition -- The ability to identify and understand the speech of another person.
- Wrist-Finger Speed -- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Extent Flexibility -- The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- Trunk Strength -- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Arm-Hand Steadiness -- The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Number Facility -- The ability to add, subtract, multiply, or divide quickly and correctly.
- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.

Job Activities for: Bartenders

- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time.

- Handling and Moving Objects -- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Performing for or Working Directly with the Public -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Monitoring and Controlling Resources -- Monitoring and controlling resources and overseeing the spending of money.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Controlling Machines and Processes -- Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- Performing General Physical Activities -- Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.

Licenses, certifications, or registrations required for: Bartender

- City of Milwaukee Class "D" Bartender's License
- Optional: National Registry of Food Safety Professionals - Certified Food Safety Manager ANSI