

JOB DESCRIPTION

Position: Barman

Reports to: Team Leader, Bar

Department: Food & Beverage

Subordinates:

Job Summary:

Serves and prepares drinks as per standard or recipe, clears tables and bars and assists guest in other requests, ensures highest guest satisfaction, assists team leader

Main Duties and Responsibilities:

- Follows standards and procedures within his operation
- Assists supervisor/team leader in best practice and continuously seeks to improve existing standards and procedures and communicates the same to higher level
- Ensures financial performance of operation by diligently controlling all finance accounts related documents, verifies correctness of invoices and guest checks
- Handles operating equipment and furniture with care
- Responds to guest needs in appropriate manner and time or as per standard
- Maintains assigned tables, clears and removes plates as per needs, serves drinks and food as per standard
- Sets tables as per standard, tops up mise en place on side stations, keeps all collateral clean and tidy, ensures that sufficient operating equipment is available for service, all clean and in impeccable order
- Maintains clean and impeccable order at work, maintains personal hygiene
- Cleans his or her work environment which includes tables, chairs, side stations, floor assigned, corridor, baby chair, all furniture within assigned area
- Ensures that personal appearance and uniform are as per standard
- Follows all hygiene requirements diligently, monitors cleanliness in his area and ensures cleaning of those areas as per standards
- Attentive and assertive to guest needs
- Remains in his or her area, approachable to guests
- Thru guest interaction to seek performance of team, areas of improvement and seeks to deliver over and above to guests
- Works as a team, liaises and coordinates with team, peers and other managers of the food and beverage division
- Follows close down procedures, ensures that all stocks and assets are secured, only leaves shift after approval of manager
- Executes any other work or responsibility within his scope of duty given by his manager

Competency Requirements:

High Importance

Essential to position & to executing job responsibilities

Personal Skills

1. Sincere

- Shows integrity in all his/her dealings with others
- Is open to constructive criticism and comfortable to admit mistakes
- Delivers consistent messages on all fronts and to all parties
- Values honesty and integrity, truthful and ethical in all dealings

2. Dependability

- Stands by his/her commitments and follows through to completion
- Can be relied upon to complete tasks given
- Will alert subordinates, peers and managers if he/she is unable to honor commitment
- Delivers consistent work

3. Self Development

- Proactively seeks out to improve and add new skills: identifies the areas of development and creates a plan
- Take opportunity of training opportunities
- Seeks out mentor opportunities and proactively asks for feedback from others

Interpersonal Skills

4. Team Player

- Is observant of the team setting and plays his/her role as needed
- Shares ideas for improvement for the overall good of the team
- Is open to other peoples' ideas and suggestions, i.e. is adaptable
- In a team setting: allows others to finish their work and take responsibility for their tasks, does not try to impose his/her own approach
- Addresses conflict in the group as it arises, does not shy away from issues
- Challenges team direction and beliefs
- Is an active participant in the team, does not sit back and wait for instruction or direction.

5. Customer Focused

- Understands that different customer needs
- internal customers, superiors, peers, subordinates and external customers
- each play an important role
- Anticipates the needs and expectations of all user groups and exceeds whenever possible: under-promises and over-delivers
- Treats customers with respect (internal and external)
- Builds rapport, credibility and trust with customers
- Strives to add value to product offerings and service: delivers the unexpected
- Feels a sense of obligation to others to deliver on the promise and performs well
- Responds to customers' requests promptly and manages their expectations
- Searches for feedback from customers and follows-up to completion
- Is honest and open to his/her customers and acts in their best interest [when you can't deliver what you promised, say so; when you feel your product offering is not what they ultimately need, say so: honesty pays off. The same applies to your internal customers, in particular to your subordinates: always be honest and manage their expectations]

6. Self Aware

- Is aware of other peoples' needs: his/her managers, peers, staff and customers
- Is astute and self-aware in his/her setting – understands how his/her actions and behavior can influence and affect others
- Understands his/her personal strengths, weaknesses and limits and seeks help if needed
- Seeks feedback and encourages constructive criticism and does not act defensive

7. Build Relationships

- Is aware of his/her own interactive style and how it affects others
- Builds good relationships with managers, peers, subordinates and customers
- Develops and demonstrates trust, shows kindness, care and honesty to those he/she works with to build a strong relationship and one that can more easily deal with conflict
- Quickly finds common ground
- Adapts interaction style to integrate with others
- Solves issues with others with minimum disruptions: reduces incidences and interpersonal issues
- Encourages collaboration
- Addresses interpersonal issues/ miscommunications
- Shows empathy

Key Success Factors:

- Strong interpersonal skills
- Organizational skills
- Strong administrative abilities
- Ability to have a strong customer focus
- Leadership abilities
- Strong communication skills

Potential Career Path:

To

Core Values:

- Blow Away the Customer
- Develop Passionate & Committed People
- Continuously Striving for Perfection
- Sustainable Bottom Line Performance

I have read and understand the duties required of me and will adhere to and perform them as required.

Signature:

Date:

Witness:
