



Membertou

Job Description

Written by: Glen Morrison
Reviewed by: Glen Morrison
Date: September 2, 2021
Reviewed Date: January 13, 2023

Job Title: Bartender Lead
Department: MTCC – Food & Beverage Service
Reports To: Dining Room Services Manager

The Food & Beverage Service Department is responsible for restaurant dining room service and catered banquet service. As a Bartender Lead, you may be assigned to work in one or both of these areas depending upon your skill level, experience, and business requirements.

The Bartender Lead position is one which is important to the guest's experience at the Membertou Trade & Convention Centre (MTCC). A guest's first impression of our facility and our quality of service may be based upon their interactions with you! Being courteous, knowledgeable, helpful, and attentive are key aspects of this role.

Duties and Responsibilities:

- Greet customers, and seat customers that walk in, or who have reservations.
- As a closing bartender, you will be required to balance the end of day reporting as required, replenish and prepare orders for replenishment of products as required.
- As a closing bartender, you will be a building key holder, responsible to lock up the building, do a security walk through and ensure all is secure before leaving the building.
- Must have a thorough knowledge of bartending skills and talents in mixology and demonstrate creativity with preparing and presenting new beverages as well as coming up with marketing initiatives to promote the lounge.
- As a bartender lead you will be required to assist the Dining Room Services Manager with entertainment and special event coordination.
- Required to have full knowledge of the floor plan and seats currently available in the dining room and lounge at all times.
- Must be highly knowledgeable about the current menus (food & beverage).
- Must be proficient in upselling techniques to suggestive sell specific dishes or beverages to improve revenues for the MTCC.
- Responsible for accurate order taking from our guests and entering into POS system.
- Ensure that pick-up and delivery of products to and from the kitchen is on time.
- Create and serve alcoholic and non-alcoholic beverages as required.
- Stay attentive to assigned tables.
- Top up water and drinks for customers, as required.
- Deliver dinner rolls and condiments to customers, as required.
- Responsible to polish cutlery and glassware and fold/roll napkins.
- Clear, clean and re-set restaurant dining room tables once vacated.
- Clear, clean and re-set banquet tables, if applicable, as required.
- Responsible to keep all clearing stations, bar area, carts, and side stations cleaned and sanitized during and after the end of each shift.
- Responsible to clean up spills immediately.
- Attend to all signals from a guest, even if it is not in your assigned section.
- Responsible for setting up side stations and dinner tables.
- Responsible for ensuring that dining areas are kept clean and organized.



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- General maintenance such as washing tables, chairs, and buffet areas.
- Keep service areas clean and free of debris, particularly the floors and side stations.
- May be required to answer telephones and take reservations according to procedure.
- May be required to sell gift cards.
- Process customer payments using the POS system.
- Responsible for closing out sales and tipping out at the end of each shift.
- All duties common to the server and/or bartender position as requested by management.
- Responsible for creating a positive guest experience. Smile and be helpful and friendly.
- Must be courteous and professional toward guests and co-workers.
- Promote teamwork among the serving staff and with the kitchen staff.
- Must be well groomed and appropriately dressed as per policy.
- Flexibility to work serving shifts in the restaurant dining room and for catered banquets.
- Must be able to follow instructions on a BEO (Banquet Event Order) and be knowledgeable of floor plans and various set up types.
- Responsible for moving and setting up tables, chairs and other furniture and equipment, as well as tear downs of these items, according to BEO's and floor plans.
- Responsible for timely set up and teardown, and meeting required deadlines.
- Attend to customer requests, helping to retrieve and set up additional event items, in coordination with management and sales staff.
- Keep all storage areas clean and tidy.
- Must maintain safe working environment at all times.
- Adhere to all company policies.
- Required to report any incidents, such as theft, injuries, etc.
- Adhere to the Building Fire Procedure and evacuation plan.
- Adhere to all Food Safety handling regulations.
- Adhere to all Health and Safety rules and regulations.

Other Responsibilities

- Maintain positive relationships with Membertou's Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Management System as it relates to job related duties and/or department.
- Other department related duties as required by the Director.

Skills & Qualifications:

- A minimum of 2 years of food & beverage serving and bartending experience is required.
- Ability to lift up to 25 Kg is required.
- Food safety handling certification is an asset.
- Responsible beverage service certification would be an asset.
- Must be willing to work a variety of hours, based on business needs, but it is noted that the majority of shifts will include evenings and weekends, as this is the primary revenue period for this role.