



Position Title: Larkspur Lounge/Divas Bartender

Reports To: Restaurant and Lounge Manager/Assistant Manager/Supervisor/Captain

Scope of Position: To create memorable experiences by providing exceptional service in our unique setting. Preparation of all beverages following the Rimrock standards.

Responsibilities:

- ◆ Issuance of all beverages for lounge servers and guests
- ◆ Provide exceptional service for all guests
- ◆ Work with colleagues to ensure Rimrock Standards are met and exceeded
- ◆ Maintain cleanliness of bar area
- ◆ Knowledgeably respond to guest inquiries about the hotel and surrounding area
- ◆ Daily order and upkeep of product par levels
- ◆ Food running duties
- ◆ Inventory duties
- ◆ Knowledge of all products
- ◆ Complete daily side duties requirement
- ◆ Follow Health and Safety program and procedures

Key Working Relationships:

Guests: Daily Basis
Kitchen Department: Daily Basis
Concierge Department: Daily Basis
Front Office Department: Daily Basis
Housekeeping Department: Daily Basis
Eden: Daily Basis
Food and Beverage Management: Daily Basis

Problem Solving (technical)

Tracking guest order's to ensure accuracy: Daily Basis
Ordering supplies: Daily Basis
Effective operation of Micro's P.O.S.: Daily Basis

Problem Solving (interpersonal)

Dealing with guest complaints: Daily Basis

Dealing with guest requests: Daily Basis

Decision-Making: (final approval)

No final approval

Financial and Measurement Data:

Maintain hotel float

Acknowledge guests' arrival within one minute of seating

Deliver beverages within three minutes

Record monthly inventory

Education:

Alberta Server Intervention Program (**ASIP**), mandatory

Minimum secondary school graduation or equivalent

Other Key Skills:

Excellent interpersonal and communication skills

Fluency in a second language an asset

Attention to detail

Problem solving skills

Experience and Requirements:

Minimum 1 year previous bartending or serving experience

Liquor and wine product knowledge

Previous hotel experience is considered an asset

Previous serving experience is an asset

Be able to work in a team and independently

Knowledge of Micros POS software considered an asset

Must be proficient in English verbal and written communication

Must be at least 18 years of age

Supervisory Responsibility:

Number of subordinates directly supervised: 0

Number of subordinates indirectly supervised: 0

Physical Demands:

Must stand and walk for extended periods of time throughout entire shift

Must be able to lift and carry 25 pounds, using proper lifting technique

Must travel up and down stairs numerous times while carrying minimum of 5 lbs.

Must reach forward, above head, and to floor level