

Bartender - Rocca

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Company: Accor

Location: Beşiktaş

Category: other-general

Şirket Tanımı

PURPOSE OF POSITION

This position is concerned with being responsible for the set up & clearing of the bar. Prepare and serve beverage to the guest according to the service rules, policy, procedure & etiquette.

KEY ROLES & RESPONSIBILITIES

Possess a pleasant personality and good manners so that he/she is presentable when conversing with patrons/residents and commands respect when dealing with staff

Check on the bar set up. Ensures that the bar is set according to the standard or instructed by the Manager.

All patrons should be greeted warmly upon first contact

Responsible for taking down food & beverage orders from patrons and ensure that the orders are correct & arrive promptly.

Preparing of fresh garnishes for operation.

Cleaning & maintenance of all operational equipment

Encourage sales to increase the average check. Make offers and suggestions to the patron's seconds round when their drinks are three-quarter empty.

Responsible for preparing and serving of drinks and snack orders. Hot snacks and cold drinks must be served promptly to the guest once it is ready, so that it arrives at the patron's table at the correct temperature.

Ensure all beverages and snacks are served according to the service standard.

All bartenders are responsible for checking that the patrons are satisfied at all times.

Ensure that the bills are charged properly before presenting them to the patrons for payments.

Thank all patrons for patronizing the outlet upon their departure.

To clear & clean bar counter after the departure of the patrons as quickly as possible.

Can be assigned to other section/duties by the management team when the need arises.

Learn to know individual patron's names and try to remember their preferences to extend a personalized service.

Should always ensure that the mise en place is at par stock level.

To clean and set up the coffee machine mise en place and ensure that sufficient stock is available.

Practice appropriate and effective measures to improve control of costs

To order and collect F&B supply requisition. Ensure that the stock is collected as per requisition. All pink copies are to be submitted to the Captain in-charge for monthly stock.

To have complete knowledge on the food, beverage, service available, preparation methods and time in sections appointed.

To be aware of the bar techniques and mixology as well as any new trends/ products in the beverage area

To apply the necessary precautions with regards to the hotel food safety and hygiene standards (HACCP)

Obtain customers feedback during operations to ensure satisfaction

To relay any customer complaints to Manager

Perform any other duties that may be assigned by management team

PERSONAL ATTRIBUTES

Motivator & self starter

Display initiative

Commitment to professional values

Team player

Customer / people oriented

Created / open-minded

İş Tanımı

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Ek Bilgiler

Oral and written fluency in Turkish & English

Minimum 2 years' experience in a similar position

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