

Bar Waiter Job Description

- Effectively carry out credit card and cash transactions and balance cash drawer after each shift
- Familiarize oneself with policies of responsible alcohol service and the legal parameters of the sale and service of alcohol
- Retain requisite knowledge about the menu; drinks offered; ingredients of food products; knowledge about answering queries, recommendations to be offered to customers, etc.
- Assist with opening and closing procedures, which include setting up the bar, restocking supply inventory, taking down/clean, and organizing the work area, and assisting kitchen staff in bringing out customers' food orders quickly
- Be on the lookout for customer satisfaction and address customer issues/complaints in a timely and professional fashion
- Upsell additional food and beverage items to increase check averages and enhance customer experiences
- Attend training sessions and staff meetings to be current on company policies, new menu items, and service standards
- Be involved in inventory management by tracking and using reports for shortages/differences
- Coordinate with other members of the bar staff so that efficient service is provided to the customers during peak hours and special events
- Design and propose drinks specials or promotions to attract customers and boost sales
- Render outstanding customer service by anticipating the needs of every patron and acting on it in a very proactive way
- Maintain a professional attitude and demeanor at all times, even in very stressful situations
- Follow the policy and procedure for safety, sanitation, and customer service standards of the company
- Assist with set up and break down on special event spaces or banquet rooms when needed

- Monitor patron behavior and discontinue service to obviously intoxicated patrons; respond as trained by responsible alcohol service program
- Work with security personnel during any disruptive or unsafe situation that may arise
- Take an active part in training and other professional development opportunities that contribute to personal and professional growth.