**Position:** Bartender

**Unit:** KOA Jeddah

**Reports to:** Bar Supervisor

**Oversees**: Bar Backs

**Job Level**: D

Bartenders prepare and serve beverages and food to customers. They mix and garnish mocktails and non-alcoholic beverages and often follow or create mocktail recipes. In general, bartenders must handle basic cleaning duties, learn or create recipes and possess strong people skills. Interacting with customers, taking orders and serving snacks and drinks. Assessing bar customers' needs and preferences and making recommendations.

**Main Duty**

* Ensure that daily and weekly cleaning duties are undertaken and that outlined
* KOA’s standards is attained
* Ensure there is sufficient glassware, and associated equipment behind the bar for each service.
* Stock up the bar and fridges with bar back throughout the service as directed Jobs During Shift.
* Always follow KOA Sequence of Service (see KOA SOS SOP’s)..
* To promote efficiency, confidence, courtesy and an extremely high standard of

social skills.

* To generally promote and ensure good inter-departmental relations.
* To display a pleasant manner and positive attitude at all times and to promote a

good company image to guests and colleagues.

* To demonstrate pride in the workplace and personal appearance at all times when
* representing the hotel thus identifying a high level of commitment.
* Follow KOA standards of service, as trained at all times
* Prepare drinks as trained to KOA standard. Classic drinks must be garnished

appropriately and KOA mocktails must show consistency

* Communicate any mistakes or errors to the Bar Supervisor immediately
* Communicate with the whole bar to ensure the business runs smoothly.
* Deal with dissatisfied guest in accordance with training.
* When receiving deliveries, always adhere to the procedure as trained and report

any anomalies immediately.

* Communicate all stock issues to the Bar Supervisor and the General Manager

immediately.

* Report for duty punctually wearing appropriate attire.
* Maintain a high standard of personal appearance and hygiene at all times, always remembering that you lead by example.
* Establish and maintain a good rapport and working relationship with all the staff in

KOA and all other departments as well as suppliers.

* Provide a courteous, professional, attentive and efficient service at all times with all KOA departments and customers.
* Attend and contribute to all staff briefings and other related activities.
* Undertake any reasonable task and secondary duties as assigned by the Manager.
* Respond to any changes in the restaurant function as dictated by the Manager.
* Support new recruits through on the job training.
* Have a complete understanding of all the restaurants service functions and Responsibilities.
* Attend any training or re-training sessions as deemed necessary by the company including first aid training

**Knowledge Requirements:**

* Accuracy
* Active Listening
* Recommending Suitable Food and Drinks
* Verbal Communication
* Cleaning Bar Equipment
* Handling Glassware
* Inventory Management
* Multitasking
* Mixology
* Point of Sales Systems
* Physical Stamina
* Taking Orders
* Teamwork
* Working Quickly
* Efficiency

**Health and Safety and Welfare**

* Ensure that all potential and real hazards are reported immediately and rectified.
* Be fully conversant with all departments fire, emergency and Bomb procedures.
* Be fully conversant with the KOA “Food and Hygiene Policy” and “Health and Safety
* Policy”

**General Requirements:**

* Always be on time for your shift.
* Always be properly groomed as per company standards.
* Always make sure uniform is clean and properly pressed.
* Always make sure shoes are polished and in good shape.
* Your smile is part of your uniform.
* Always be polite with everyone around you.
* Take good care of company property and equipment.
* Be responsible when using company resources and utilities (water, electricity, Gas.. ect)
* Be mindful of the environment and recycle whenever possible.
* When in uniform weather on premises or not you represent the brand please respect that.
* Never under any circumstances argue with our valued Guests.
* Never under any circumstances argue with your colleagues on the floor.
* We are a team help others when you can.
* Kindly never bring food or drinks into the restaurant.
* Do not carry a cellphone or a wallet when on duty. (Doesn’t apply to all positions).

Name:

Date:

Signature: