
WESTWOOD PLATEAU ENTERTAINMENT
JOB DESCRIPTION

Team Member:	Banquet Bartender
Location:	Westwood Plateau Golf and Country Club
Reports directly to:	Food & Beverage Management Team

While this outline attempts to be all encompassing, this position is expected to evolve beyond these categories. This role is expected to anticipate customer needs and make suggestions for improvement of the day to day operation on an ongoing basis. The role is expected to do anything and everything that will help the Food & Beverage Operation accomplish its objectives.

Above and Beyond Fulfillment

To ensure that our guests enjoy the *Westwood Plateau Experience* by providing Above & Beyond service during our wedding, tournament and corporate events; leaving the guests a lasting impression of an experience that they cannot receive any where else.

Responsibilities

The Banquet Bartender's primary goal is to provide Above & Beyond Service to our guests through excellent customer service and efficient bar service during banquet events. They are to anticipate the needs of the guests, even before the guests realize what they want. This is a role that current team members earn their way up to or new team members with previous experience are brought into. In addition, it is great for those looking to build their professional background in the Event Operation or Event Planning Industry.

Expectations of the Team Member

To have a thorough understanding of:

- ⇒ Our Above and Beyond Philosophy
- ⇒ Excellent Customer Service
- ⇒ The Country Club Food & Beverage Operation
- ⇒ The Country Club Facilities
- ⇒ Bar Set Up Procedures
- ⇒ Alcoholic and Non Alcoholic Bar Service
- ⇒ Cocktail Mixing Knowledge e.g. background on proper ingredients and glassware used
- ⇒ Product Knowledge e.g. background on beer, wine and liquor
- ⇒ Handling cash as well as credit and debit card processing

*Previous 2 years of Bartender Service in a hotel and/or restaurant.

**Serving It Right Licensee is mandatory and Food Safe is an asset.

Reporting Relationships

Reports to: Director of Food and Beverage / Food & Beverage Management Team /
Banquet Supervisor

Relates to: All other F&B Staff

WESTWOOD PLATEAU ENTERTAINMENT
JOB PROCEDURE – BANQUET BARTENDER

Shift Duties prior to Guest Arrivals:

- ❑ Ensure that you look professionally dressed, with a clean and pressed uniform, polished shoes, and name tag.
- ❑ Look over the bartender function sheet as well as the function sheet and amendments for that event, as laid out by the Banquet Supervisor.
- ❑ Discuss any questions with respect to the wedding, tournament, and corporate events with the Banquet Supervisor and/or with the F&B Management Team during the briefing.
- ❑ Prepare glassware to be placed on the bar.
- ❑ Prepare all necessary garnishes, cocktail napkins, corkscrew, straws, etc. for the drinks.
- ❑ Prepare the wine and back bar items for cash bar or host bar.
- ❑ Ensure that the bar inventory and cash float count are correct.
- ❑ Ensure that the pop, liquor, and CO₂ tanks are full and running properly.
- ❑ Ensure that the ice well is topped up and ready to serve.

Shift Duties upon Guest Arrivals and Beverage Service:

- ❑ Welcome guests upon arrival; anticipate the needs of our guests.
- ❑ Serve the specific bar requirements as stated on the function sheet for the event.
- ❑ Know the appropriate types of drinks and ingredients as well as the garnishes and the proper glassware in which to serve them.
- ❑ Mix drinks as requested with the correct amount of alcoholic content.
- ❑ Handle cash sales as well as hosted bar and drink ticket sales properly.
- ❑ Possess up-to-date knowledge of drink prices and products.
- ❑ Ensure that the cash float, credit card, and debit card sales are clear before you close bar service.
- ❑ Perform a bar inventory count at the end of bar service and restock the bar fridges as needed.
- ❑ Ensure that opened bottles of wine are sealed properly and labeled with the date on which the bottle was opened, before putting it back in the blue cage.
- ❑ Act as a bar runner if necessary, providing the other bartender additional products, glassware, mixes and garnishes.
- ❑ Open the dinner wine before the wine and dinner service.
- ❑ Ensure the tidiness of the beer cooler and blue cage and restock the beer cooler in the basement.
- ❑ Break down and recycle any excess beer and wine boxes no longer being used.
- ❑ Place empty beer, wine and liquor bottles in the appropriate recycling container.
- ❑ Make sure bar is cleaned, restocked, and ready to go for the next event.
- ❑ Assist and participate in beverage, linen, china, glassware, silver or any other inventory programs in place.
- ❑ Assist the Banquet Service Team in providing Above & Beyond service, ensuring that the banquet room remains clean, tidying, the banquet storage room, folding linen napkins, and polishing cutlery among other things, if necessary.
- ❑ Any other additional duties assigned by Supervisor, or F&B Management team.

