

Job Description:
Bartender

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| Function: | Global Aviation |
| Position:  | Bartender  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Senior Bartender  |
| Additional reporting line to: | Lounge Manager  |
| Position location: | Hong Kong International Airport (Lounges)  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The Bartender works within the First Class/Business lounge and will understand and deliver the culture and service by ensuring quality service
* To provide excellent customer service from the preparation, presentation and service of all drinks to client brand specification and to the Lounge customers satisfaction
* To ensure that Service Standards and Procedures are followed at all times
* Have a varied knowledge of client brand beverages and understand world trends
* To ensure that all displays front of house are replenished when required ensuring the Lounge operates to a consistently high standard of beverage quality & presentation and to the agreed specifications at all times
* To ensure bar and surrounding areas are clean at all times and to engage with passengers during service
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| 2. Dimensions – Not Applicable |
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| Characteristics  | * Service Lead
* Focused
* Engaging
* Detail orientated
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| 3. Organisation chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Lounge Manager Senior BartenderBartender  |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Service Client & Guest Care
* Deliver a culture of guest focus, gracious sincere and warm hospitality and service excellence: to be the presence and ambassador for hospitality with everyone
* Interact with guests and being present in the Lounge
* Make contact; Engage with as many guest where appropriate and possible, to ensure a great experience and provide warmth, professionalism and reassurance
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| **Start of shift*** Set the bars, ensure the condiments, glasses, cups etc are neatly arranged
* Ensure all food and beverages are displayed according to specification
* Ensure the coffee machine is ready to use
* Attend daily briefings and contribute where required
* Ensure beverages are served to agreed specification and remain within licensing laws at all times
* Check the left over wine/liquor/champagne bottles; those containing less than ¼ need to be replaced with new bottles
* Load service counters as and when directed and to ensure sufficient supplies throughout the service period
* Ensure that the lounge seating area is clean, sofa chairs and tables are arranged as per the lounge plan
* Set the bar/s, ensure the condiments, glasses, cups etc. are neatly arranged
* Ensure all items around in and around the bar are displayed according to specification
* Ensure the coffee machine is clean/calibrated and ready to use

**During the shift, and after Lounge operating hours** * Maintain the presentation and cleanliness of the dining, bar and buffet areas at all times
* Ensure the dining area is adequately stocked during service times
* Meet and greet customers in a polite and friendly manner in order to portray a professional image of the Company
* Meet and greet customers in a polite and friendly manner in order to portray a professional image of the Company
* Clear the table areas, and ensuring that all of the used crockery and cutlery and glasses are cleared from the dining area and brought to the dishwashing area
* Ensure all food and beverages are displayed according to specifications and replenished as necessary
* Provide an efficient and friendly service to lounge customers, ensuring that all their needs are met
* Build rapport and interact with customers
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients, adopt a ‘can do’ attitude
* Report any customer feedback (complaints and compliments) and take some remedial action, if possible
* Liaise with, and assist chef on duty and Qatar lounge team, as required
* Maintain lounge cleanliness during lounge operating hours
* Empty waste bins, as necessary. Wipe clean and or replace bin liners
* Handle coffee machine cleaning process after the lounge closes
* Wipe all tables, cupboards, desks and other furniture free from finger/food/ beverage stains
* Ensure the bar area is left fully stocked for the following shift operation
* Report any incidents of accidents, fire, theft, loss, damage, or other irregularities to your Line Supervisor or
* Manager
* Assist the F&B Agents as and when required
* Assist the Management with stock takes and beverage orders as and when required
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Skills, knowledge and experience****Essential*** Front of house and customer facing experience
* An element of beverage experience and passion
* Highly motivated
* Attention to detail
* Customer centric
* Able to work on own initiative within a team environment

**Desirable*** Lounge experience
* Airport experience
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| 9. Management Approval – To be completed by document owner |
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| Version | V2 | Date | 19.02.2018 |
| Document Owner | Keniro Miller |

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*The Job description is intended to give the post holder an appreciation of the role envisaged and is not exhaustive.*

*Specific tasks and objectives will be agreed with the post holder at regular intervals. You will be required at times to perform any other reasonable request as requested by your Manager.*

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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