



## Job Description

Position: <b>Bartender/Server</b>	Created: Mar 2021
Reports To: Member Dining Manager, Catering & Events Manager, and Designated Food & Beverage Supervisor	Last update: Aug 26, 2025

### Position Summary

The Bartender/Server will work closely with the Member Dining Manager, Catering & Event Manager, and Designated Supervisor. The Bartender/Server will actively promote and exhibit enthusiasm in the workplace amongst members and guests and clearly identify member experience and prioritize time effectively and efficiently to accommodate their needs.

The Cataraqi Golf & Country Club is committed to a safe, productive, and healthy working environment for its employees therefore the Bartender/Server is expected to understand and follow all Health & Safety policies and procedures at the Club.

### Key Responsibilities:

- Provide professional, warm and welcoming approach to members and guests
- Create a positive member/guest and fellow staff experience through friendly and professional interactions
- Demonstrate complete and accurate knowledge of the full menu, wine, drink and feature lists
- Set tables according to the type of event and service standards
- Remain attentive to member and guest needs, always be ready to take food and beverage orders
- Recognize opportunities to increase revenues and member satisfaction through upselling
- Record transactions in Jonas at time of order
- Use good judgement and discretion when serving alcohol
- Recommend wines to accompany menu items
- Handle complaints with professionalism and tact. Act if possible or escalate to the immediate Supervisor or Manager on duty
- Stock work areas with adequate par levels - bars, coffee stations, sundries, linens and supplies. Maintain a safe and clean work environment - take out garbage/recycling, sweep and mop floors, ensure all dishes, fridge and machines are clean, wipe down all surfaces and turn off all equipment at end of shift
- Follow all Health & Safety policies and Food & Beverage procedures and standards
- Complete end of shift requirements related to the chits, gratuities and processes
- Other duties as assigned and required



**Work Environment/Physical Effort**

- Service oriented environment, always actively looking for ways to assist members/guests
- Ability to lift up to 30 lbs
- Standing and walking for extended periods of time
- Ability to be active for a full shift

**Work Hours**

- Varies according to the Club's needs and can include occasional overtime, evenings, weekends, and holidays to accommodate the food requirements of the Club

**Education /Work Experience**

- Previous work experience in the food and beverage service industry is an asset
- Smart Serve certification, Food Safety Certification
- Full knowledge of mixed drinks, wines, liqueurs and cognacs

**Skills & Knowledge**

- Customer service oriented
- Strong work ethic and positive team attitude
- Good problem-solving and communication skills
- Highly organized with a strong focus and commitment to quality
- Ability to mix drinks and know how to prepare a variety of cocktails and fancy drinks
- Working knowledge of proper glassware use, handling techniques and garnishes
- Teamwork and cooperation to assist others to get the job done
- Ability to interpret and implement company policies and procedures and health and safety regulations
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment, interacting with people in a friendly and professional manner

**Sign Off**

I have reviewed this Job Description, understand it, and agree that it is an accurate summary of my duties. I also acknowledge that I was given the opportunity to have any questions regarding my description clarified.

\_\_\_\_\_  
Bartender/Server

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Food & Beverage

\_\_\_\_\_  
Date