AQUA

Job Description- Barista Bartender

Responsible To: General, Assistant Manager and Supervisors

Purpose of the Job: Welcome guests, accurately take and deliver Barista/Bar orders, attend to customer needs, maintain a clean and organised service area

Barista/Bar duties and responsibilities

As front-of-house employees, our Barista/Bartenders represent the brand, face and the culture of Aqua providing clients with professional and friendly service.
Duties include:

- Providing knowledgeable and creative drink recommendations
- Fulfilling customer drink orders accurately and promptly
- Consistently providing well-crafted, beautifully presented and tasty beverages
- Grinding and brewing coffee
- Maintain the coffee machine so it produces the optimum espresso at all times.
- Requirements include: calibration, Grinder, grinds 18g of coffee, Group head pours between 28 and 30 seconds
- Developing and maintaining expert knowledge of coffee and educating clients and colleagues about these coffees
- Ensure machine is cleaned daily, group heads, handles using correct chemicals so that old coffee debris is eliminated.
- Taking client orders and receiving payment
- Speaking and interacting with both new and regular customers
- Maintaining a clean and sanitised working environment
- Following health and safety guidelines
- Welcoming customers at the bar area and asking what they need
- Keeping the bar stocked by replacing empty bottles and kegs of beer
- Cleaning the bar, washing glasses and wiping down surfaces
- Taking cash or card payments from customers
- Keeping up to date with the latest drink trends
- Verifying the age and checking the identification of potential customers
- Regularly performing stock checks in the coffee bar and placing new orders

- Following recipes and presentations for food and beverage items, if needed
- Being aware of and following operational policies and procedures
- Being punctual and maintaining regular and consistent attendance
- The ability to work flexible hours and shifts which may include early mornings, late nights, weekends and bank holidays
- Contributing to a positive work environment

Restaurant Floor Tasks, Duties and Responsibilities

- greet customers politely as they enter the restaurant
- introduce self to customers
- show customers to their tables
- present menus to customers
- maintain an up-to-date working knowledge of the menu items and daily specials
- explain the menu items in terms of preparation, ingredients and presentation
- be aware of allergy information on menu items
- answer inquiries about food and beverage items on the menu
- offer food and wine suggestions
- inform customers of special items not listed on the menu
- take food and beverage orders accurately including any special requests
- check food orders with customers to ensure correctness
- input the order into POS System
- work with bartenders to fill beverage orders
- work with kitchen staff to process and expedite food orders
- pre-set table for the orders
- deliver and serve food at tables
- use established food handling and serving techniques
- ensure customers are satisfied with their food orders, beverages and service

- upsell food and beverage items throughout the meal
- monitor customer's needs and promptly handle requests
- handle customer complaints in a polite and professional manner
- maintain the table setting by clearing courses as completed, replacing utensils, refreshing water glasses, dealing with spills
- prepare and provide customers with accurate check for the meal
- process cash and credit card payments
- Prepare takeout boxes for customers
- re-set and prepare table for customers including decorations, condiments, napkins, utensils
- maintain a clean and organised service area
- dispose of trash according to established procedures
- perform any side-work as requested
- comply with safety, health and hygiene policies and procedures

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Knowledge and Experience

- Educated to GCSE/A Level standard
- knowledge of company policies on health and safety and food handling
- working knowledge of beer, wine, liquor and common beverages
- working knowledge of food preparation
- flexible and willing to work different schedules
- able to stand for long periods of time

Key Skills and Competencies

- customer service
- communication skills
- numeracy skills
- ability to multi-task
- adaptability and appreciation of diversity
- team work
- accuracy and attention to detail
- stress tolerance
- reliability
- honesty and integrity
- sense of urgency
- high energy level

The Company reserves the right to review or change your job function and duties from time to time in accordance with the needs of the Company.