

## Bartender – The Rafters Restaurant Catering and Events

The Rafters Restaurant Catering and Events has been a family owned and operated business in Lena, IL for over 20 years. We pride ourselves with providing a unique dining experience while delivering excellence in service to each of our valued guests while cultivating a great working environment for our staff members. Our services include a dine-in lunch and dinner menu that changes with the season in one of our three distinctive dining areas, a friendly bar environment, events hosted at our beautiful and unique location, catering for that special day or event in your life, and carry-out food options for casual meals at home, the office, or on the go.

The Bartender role will be expected to mix and serve alcoholic and non-alcoholic beverages based upon our guest's requests. The duties will also include verifying the identification and age of customers, preparing and serving the beverages, accepting payment from customers, cleaning the glassware and utensils used to make drinks, keeping garnishes available and fresh, balancing cash receipts, and excellent customer relationships.

### Bartender Job Description

- Excellent time management
- Passion for providing gold standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- Professional attitude with excellent people skills (welcoming, serving, and interacting with customers)
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting the example with your actions

### Bartender Responsibilities

- Ensure that coolers, liquor cabinets, etc. are stocked properly at the end of your shift
- Clean and sanitize the bar, bottles, shelves, rails, barstools, bar mats, etc.
- End of night reports including all payments, issues, paperwork to be completed
- Create beverages for customer and make drink suggestions
- Build a rapport with regular customers to create a positive atmosphere
- Take customer orders, serve appetizers, drinks, and meals
- Check customer's identification and confirm it meets legal drinking age
- Restock and replenish bar inventory and supplies
- Focus on the guests and nurture and excellent guest experience
- Promote each of the facets of the business (bar, dine-in restaurant, catering, events, carry-out) and find ways to create more revenue for each
- Enforcing food handling regulations and other guidelines to increase guest safety
- Ensure guest satisfaction and a positive dining experience from the time they arrive until departure
- Comply with state and local liquor laws to ensure legal consumption of alcohol
- Perform other job-related duties as assigned

## Must Have

- Positive attitude and excellent communication skills
- Passion for hospitality and excellent service
- People skills
- Excellent time management
- Point of Sale (any) experience
- Basic math skills
- Knowledge of mixing, garnishing and serving drinks
- Bilingual English/Spanish: a plus
- Illinois Food Handler Certification
- Illinois BASSET Certification

## Physical Requirements

- Bending, carrying, climbing, driving, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift 50 pounds regularly
- The ability to sit, stand, or walk for long periods of time

## Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

## Compensation

- \$10.00-13.00/hour
- Tips
- Simple IRA (after plan eligibility has been met)
- Paid time off (Beginning January 1, 2024)
- Other benefits will be discussed during the in-person interview

## Reports To

- Front of the House Manager of The Rafters Restaurant Catering and Events

## Terms of Employment

- At Will