

TAKING CARE OF OUR GUESTS BARTENDER RESPONSIBILITIES

At **Max & Erma's**, our goal is to satisfy our guests completely so they will return again and again. We want guests to tell their family, friends, and associates about the wonderful experience we provided at **Max & Erma's**. You were hired because you showed us that you have "A Passion to Serve" – the desire to ensure our guests have a memorable experience every time they visit.

Our guests are the reason for our existence. Your paycheck will say **Max & Erma's**, but our guests are your true employers.

RESPONSIBILITIES

As a bartender, your first responsibility is to be an effective **SALESPERSON**. You must understand our food and beverage menus, specials, and promos and be able to make recommendations and suggestions based on your knowledge of food and drink items.

Your next responsibility is to ensure our guests have a great experience by providing exceptional service. In order to accomplish this, you must:

1. Make each guest feel appreciated through accommodating actions.
2. Practice the "Hospitality Halo" with everyone within a six-foot radius (smile, step aside, speak softly) - A friendly attitude is essential in building good rapport with guests and fellow team members. Most importantly, be polite to all guests and team members.
3. Work as a team with all **Max & Erma's** team members.
4. Communicate clearly and enthusiastically with guests and team members – have an outgoing attitude and retain your self-composure at all times. No matter how busy you are, guests must be treated with concern for their needs or interests as if each is the only guest in the restaurant. Your ability to smile and remain calm will help eliminate stress during very busy times.
5. Immediately greet guests and ensure prompt and efficient food and beverage delivery. Serve your guests in a timely manner, according to the guest's perfect pace. Stay organized, being able to think and act quickly and effectively, and have a sense of urgency.
6. Have a thorough knowledge of service sequences and guidelines; use this knowledge to serve guests effectively.
7. Have a thorough knowledge of bar accounting procedures.
8. Have a thorough knowledge of drink making techniques and recipes; use this knowledge to prepare quality drinks for servers and guests.
9. Maintain general appearance of bar through cleaning and stocking. Take pride in your personal appearance and the appearance of your work area.
10. Ensure "Perfect Drink" presentations before items are delivered to guests.

While we are all responsible for ensuring our guests have a great experience, there are going to be times when we will make a mistake. If a mistake is made, we must own it and take EVERY action possible to correct it. Which do you think worse? Telling a manager what happened so it can be fixed, or letting an angry guest leave? It is imperative that all guests leave knowing we cared about their individual situation, that we put ourselves in THEIR shoes, recognized their needs, and did everything possible to strive for a win-win situation.

Knowledge Requirements

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| Guest relations | Liquor knowledge | Menu knowledge |
| Service Sequences | Alcohol awareness | Point of Sale operation |
| Quality service and standards | Recipes and Garnishes | Money handling |
| Floor plan | Specials | Sidework duties |

Physical

Able to serve alcohol according to state law. Able to speak, read, write and understand the primary language of the work location. Able to perform simple mathematical calculations in regard to money handling. Able to stand and exert well-paced mobility for periods up to five (5) hours in length. Must have a good sense of balance, able to bend, kneel and lift bus pans, trays, etc. frequently weighing up to 25 pounds.