



Job Title: Pool BBQ Bartender
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Department: Summer F&B
Reports To: Lodge General Manager
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SUMMARY

The Pool BBQ Bartender assists customers with purchase of food and beverage items at the Trout Creek Pool using the Aloha program, cash register and credit card machine.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

• GUEST FOCUS

- Provide excellent service to association members, guests, employees and customers.
- Report to Pool BBQ Supervisor and follow protocol for Pool BBQ.
- Interact with as many customers of the Pool BBQ as possible, (Pool BBQ protocol is to try and meet with every customer to see how their experience went before they leave the pool) to ensure they had a pleasurable experience.
- Troubleshoot customer concerns when possible or refer customers to Pool BBQ supervisor
- Ensure compliance with Employee Meal Procedure; do not abuse this privilege.

• OPERATIONS FOCUS

- Maintain current knowledge of Association policies, procedures, rules and regulations.
- Follow opening and closing procedures for Pool BBQ.
- Make sure that Pool BBQ protocol of open to close duties are followed and enforced.
- Must maintain professional appearance at all times while running front of the house during business hours.
- Assist with stocking product so Pool BBQ meets the daily needs of the operation.
- Take an active role in insuring food quality, service, and merchandising to increase sales and profits.
- Uphold standards of quality; food, service, cleanliness, and promotions.
- May be required to drive golf cart.
- May be required to deliver food to patrons.

• ALCOHOL SALES AND CONTROL FOCUS (must be 21 years or older)

- Alcohol is only to be handled and sold by employees over the age of 21 years.
- Maintain current knowledge of Alcoholic Beverage Control (ABC) regulations and related laws.
- Serves liquor, wine and draught or bottled beer under the guidelines of the Alcoholic Beverage Control license.
- Collect money for drinks served using a cash register, credit card machine and/or point of sale system.
- Keep bar area clean, organized and well stocked during assigned work shifts to maintain a pleasant, safe and legal environment in the bar area.
- Diplomatically handles difficult customers that may be intoxicated or aggressive.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Due to alcohol service, 21 years of age or older is required.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent education required; or up to six months related experience or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.
California Serve Safe Certificate must be obtained within 30 days of employment

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to outside weather conditions, toxic or caustic chemicals and risk of electrical shock. The noise level in the work environment is usually moderate.