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| Job Band – H09Hotel Level – 5, 4, 3, 2 | Department – F&BReports to – Director of F&B or Manager |

Welcome to ABC HOTEL. Now that you’re part of our family, let’s explain the role you will play.

## What’s the job?

## After a big meeting far away from home, or a long wait for a delayed flight, is there anyone more welcoming than a smiling bartender? As the friendly face of our hotel bars, you’ll also be a helpful host, a local expert, and a proud brand ambassador. Whether you’re preparing drinks exactly as our guests want or serving them delicious food, you’ll be devoted to creating relaxing, memorable experiences.

## Your day-to-day

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| * Creating a warm and welcome to everyone and setting the tone for each guest’s experience
* Prepare and serve drinks to high standards, and highlight promotions to guests
* Work with your restaurant colleagues to offer a seamless food service
* Set up your bar – stock up on all the supplies you’ll need, manage your inventory and make sure all your equipment works
* Change beer barrels
 | * Look after your bar – keep it clean and tidy and make sure the alcohol is always secure
* Handle cash and credit transactions
* Look smart – wear your uniform with pride
* Be ready to jump into other ad-hoc duties when your colleagues need your help
* Always follow safety procedures
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What we need from you

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| * Fitness – you’ll be on your feet most of the day with lots of bending and kneeling
* Strength – sometimes you’ll need to lift, push and pull big objects like barrels and crates up to 50lbs (23 kg)
* Literate – you’ll need a good grasp of reading, writing and basic maths
* Flexible – night, weekend and holiday shifts are all part of the job
 | * Experienced – you’ll know how to prepare a wide range of drinks. Ideally with formal bartending training
* Compliant – as well as meeting local laws on food handling and serving alcohol, you’ll be above the minimum age required and fluent in the local language
* Articulate – a great communicator, you’ll be warm, welcoming and easy to talk to
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How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all ABC HOTEL® hotels.

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| Each ABC HOTEL® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.* True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests
* True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
* True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
* True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner
 | There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people. |

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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| Employee Name (Print) |  | Employee Signature |  | Date |