



Staff and Cast Positions – Bartender

Thank You for taking the time to consider joining the Carrington Inn hospitality team. We look forward hearing from you soon!

Established in 1885, The Carrington Inn has been a landmark in the rural town of Bungendore for over a century. Initially a coaching inn for travelers on the Cobb & Co route The Carrington Inn holds historical value to the community of Bungendore and its surroundings. It is anticipated that when reopened after extensive renewal, the Carrington will return to a focal point of the local community and be enjoyed and admired by tourists and travelers.

Bar Attendant – Job Description

Job Title:	Bartender
Reporting to:	Restaurant Manager or Bar Manager
<p>SUMMARY:</p> <p>The Carrington Inn’s Executive Director, is looking for a fun outgoing, competent and committed person to represent our bar service and offerings. A person who is diligent, honest, and professional, but just as important, can make guests feel welcomed, valued and at home. This role interacts with guests to ensure they have an enjoyable and safe experience at the tavern or dining room.</p> <p>A Bartender is a hands-on position behind and around the tavern bar and serving areas. In the case of the Carrington Inn, that includes the Tom Wills tavern, adjacent courtyard/veranda, and dining room (beverage service). Bartenders take directions from the Bar Manager or Restaurant Manager, depending who is on duty. He / She will help venue guests feel special and at home, and serve refreshing beverages, meeting the presentation style and quality commitment of our brand. They are responsible to prepare and serve drinks to guests. They mix and match ingredients in order to create classic and innovative drinks in accordance with customers’ needs and expectations.</p> <p>A Bartender must ensure Responsible Service of Alcohol and health and food safety standards are always practiced. He / She is a member of the front-of-house restaurant team who represents a critical cornerstone of the Carrington Inn heritage story. As a member of this team, they provide a link to the establishment’s 131-year history, while rewarding guest with food and drink that meets the venue’s quality, styling and brand requirements.</p>	

The Carrington Inn is an equal opportunity employer.

Typical Responsibilities and Duties:

- Preparing tavern bar areas for guest service and use.
- Ensuring that the assigned bar area is fully equipped with tools and products needed for Mixing beverages and serving guests.
- Preparing bar for service: adequate supplies of glassware, drinks, bottles, garnishes; fonts and post-mix inspected and fully operational; POS operational with float accounted for; etc
- Arranging bottles and glasses to make attractive displays.
- Maintain bar atmospherics according to venue guidelines – lighting, music, displays, ...
- Greeting, serving, and farewelling guests in a friendly and helpful manner.
- Serving guests Beer, Wine and Spirits in accordance with venue guest service guidelines and policies.
- Mixing drinks, cocktails and other bar beverages according to drink recipes guidelines.
- Taking orders and serving lite meals to guests at tavern tables with Bar Attendants not present.
- Promoting the bar food and drink menu items.
- Assisting guests with suggestions for choosing drinks and food.
- Practicing Responsible Service of Alcohol policies at all times, including checking identifications, and determining guests' drinking capacity, safety, and safe departure.
- Performing payment settlement and operating the cash register ensuring a high level of accuracy.
- Handling complaints according to guidelines.
- Knowing the venue's story and being able to use that to enhance guests' experience and satisfaction.
- Washing and polishing glassware, bar equipment and bar area.
- Maintaining bar stock and inventory according to stock levels and advise on re-ordering.
- Securing and Accounting for high-value products.
- Continuously maintaining keg room and post-mix readiness
- Maintaining equipment and advising on repairs or improvements needed for greater efficiency.
- Assist with the training of staff according to venue guidelines.
- Handling complaints according to guidelines.
- Handling and moving objects, such as glasses and bottles.
- Washing glassware and utensils after each use.
- Maintaining safety and cleanliness of bar and surrounding areas.
- Maintaining a clean working area by sweeping, vacuuming, dusting, cleaning of glass doors and windows, keeping floors dry, etc. as required.
- Complying with applicable Fire Safety Procedures and Health & Safety regulations.
- Reporting maintenance problems to Manager.
- Assisting other areas of the restaurant as required.
- Other duties typically expected of the position as required from time to time.
- Creating a harmonious environment amongst all venue staff.
- Participating in team meetings and surveys.

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EDUCATION and/or EXPERIENCE

Must have at least 3 year bartending experience required in a similar or larger property.

Extensive beverage and wine knowledge and creativity.

Natural leadership qualities.

Knowledge of local attractions, produce and wines.

Food Safety Certificate or willingness to obtain Food Safety Certificate.

Responsible Service of Alcohol Certificate

Experience in handling Point of sale (POS) terminals and Stock & Inventory management software.

Working knowledge of various computer software programs including, but not limited to, word-processing, spreadsheets, POS, kitchen management, tablet computer, and email.

OTHER SKILLS and ABILITIES

- A Bartender:
 - has the ability to prepare with style a range of alcoholic and non-alcoholic drinks, to serve guests, that are accurate, complete, meet the venue's brand quality guidelines.
 - has a good memory for guests and their preferences. He/She has the ability to effortlessly and accurately take and recall beverage orders.
 - has excellent person-to-person communication abilities in the English language, including Listening Comprehension, Speech Clarity, Expression of Information and Problem Sensitivity.
 - demonstrates an ability to represent and convey the historic brand story of the Inn.
 - has physical strength and good body coordination when the whole body is in motion and carrying items.
 - comes to work when rostered, is punctual and sets a good example of character and ethic.
 - follows directions, takes criticism positively, and at all times refrains from abusive and/or inappropriate behaviour.
 - is honest in all manner of engagement with the enterprise and guests.

PERSONAL PRESENTATION:

READINESS FOR WORK: At the start of the rostered time you should be clean, groomed, uniformed, fed, well-rested, with personal belongings already stowed, and ready to immediately commence work in all other ways required of the position. This is a condition for ongoing employment.

UNIFORM: Every day you should present in a clean uniform, ready to work. Footwear is to be comfortable with non-slip soles, and a closed toe style approved to coordinate with the uniform.

GROOMING: The position requires a person who is clean and well groomed. Hair will be under cap or net, tied back if long. Males are preferred to be clean shaven, otherwise facial hair must be well groomed and not longer than 30mm at any length. Females will maintain not more than light make-up.

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SHIFTS / NIGHT WORK / AVAILABILITY/ WORKING CONDITIONS ETC:

On its re-opening, the Wintergarden Restaurant will be closed on Mondays and Tuesdays, however if business levels dictate the restaurant may go to a 7-day roster. You will be expected to be available for work during peak times which include Saturday, Sunday and agreed public holidays

Minimum of 2 hours per month continuous professional education should be undertaken.

Dinner break at set time.

PHYSICAL DEMANDS:

While performing the duties, you are regularly required to see, talk, hear and feel touch. You are frequently required to stand; walk; use hands to finger, handle, sense or feel; reach with hands and arms, and stoop, kneel, or crouch. You must occasionally lift and/or move up to 24kg. Specific vision abilities required in this role include close vision and distance vision. Logic and thinking process must be quick and unencumbered.

WORK ENVIRONMENT:

While performing the core functions of the position, you are usually indoors, in a confined environment, but may also be rostered to work outdoors in a natural and variable environment. The position can also involve regularly moving between a warm room and cold locations (cool room or outdoors). Moderate machine and crowd noise levels exist in the working environment.

OPERATIONS GUIDELINES:

The property maintains operational guidelines for personnel that are intended to create a safe and productive working environment, and a professional and appealing guest experience. The full set of guidelines will be provided to shortlisted applicants, although they may change from time to time. The following are two key guidelines:

MOBILE DEVICES: Personal mobile devices may not be accessed or used during shifts, except on breaks. All personal devices must be stowed in lockers or vehicles during shifts. Emergency contact support is provided through the main venue telephone number.

PERSONAL VISITORS: Personal visitors should not attend the property, distract or disrupt you from your responsibilities during your shift. Guest of the venues excepted.

SECURITY BACKGROUND and **REFERENCE CHECKS** may be undertaken.

Location of job: Bungendore, NSW

Prepared by:

Date: 26 May 2016

Wintergarden – TOM WILLS – *Myees* – ELM PARK – ROSE COTTAGE



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