



Ho-Chunk Nation

Job Description



TITLE: Bartender		JOB CODE: BRTR	
Business		EEO: 8	PAY GRADE: 4
Non-Exempt	Flex	FUNDING SOURCE: NPD	HO-CHUNK PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture, and traditions of the Ho-Chunk Nation – Resolution 08-20-13K.

POSITION OVERVIEW

The Bartender is responsible for preparing and serving both alcoholic and non-alcoholic beverages to guests and servers, ensuring that all drinks are prepared and presented according to established standards. Working closely with Beverage Servers, Bar Porters, and Beverage Supervisors, the Bartender ensures smooth operations across various bars within the casino, hotel, convention center, and restaurants. The Bartender fosters teamwork and delivers exceptional customer experiences.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Prepare and serve alcoholic and non-alcoholic beverages according to established recipes and standards.
2. Interact with customers, take orders, and provide recommendations based on customer preferences.
3. Maintain cleanliness and organization of the bar area, including stocking supplies and cleaning equipment.
4. Follow recipes and instructions from the beverage supervisor and ensure food safety and hygiene standards during preparation.
5. Verify the identification and age of customers to ensure compliance with legal drinking age requirements.
6. Consistently is aware of guests' consumption, recognizing signs of intoxication, and taking appropriate action to prevent over-service, all to maintain a safe and enjoyable experience for all guests.
7. Handle cash and credit transactions accurately, efficiently, and securely.
8. Collaborate with Beverage Servers, Bar Porters, and Beverage Supervisors to ensure seamless service.
9. Monitor and manage inventory levels, placing orders for supplies as needed.
10. Adhere to all health and safety regulations, including proper food handling and sanitation practices.
11. Create a welcoming and engaging atmosphere for guests, enhancing their overall experience.
12. Participate in training and development programs to stay updated on new drink recipes and service techniques.
13. Performs closing procedures, including sweeping, mopping, wiping down surfaces, disposing of trash and recyclables, and restocking.
14. Other duties as assigned.

JOB RESPONSIBILITY

Job Reports to	Beverage Supervisor
Leadership Accountability	Collaborate with Bar Porters, Beverage Servers, and Beverage Supervisors, contributing positively to the team atmosphere.



Supervisory Accountability	Assist in training and mentoring new team members.
Organizational Accountability	Upholding policies and standards.
Financial Accountability	Ensuring efficient use of products minimizes waste. Accurately handles transactions and manage cash registers.
Customer Accountability	Ensuring drink quality and presentation. Provide exceptional guest service, addressing guest needs and resolving issues promptly.
Freedom to Act	Receives feedback and direction from the Beverage Supervisor.

MINIMUM QUALIFICATIONS

EDUCATION:

1. A high school diploma or equivalent diploma is required.

ESSENTIAL:

1. Excellent communication and interpersonal skills, ability to work in a fast-paced environment, and strong attention to detail.
2. The ability to demonstrate proficiency in the preparation and presentation of alcoholic and non-alcoholic drinks.
3. Within 14 days of regular employment, successfully complete TIPS, ServSafe Alcohol, or other property-approved responsible beverage course.
4. ServSafe Food Handler required within 14 days of regular employment.
5. Within 30 days of regular employment, the employee must acquire an operator license to sell alcoholic beverages in the municipality of employment.

EXPERIENCE:

1. Relevant experience in beverage preparation and presentation is required.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Knowledge of various drink recipes and preparation techniques.
2. Ability to operate bar equipment and tools.
3. Strong customer service and interpersonal skills.
4. Ability to multitask and manage time effectively.
5. Ability to lift up to 50 pounds.
6. Capacity to work in a fast-paced environment.
7. Ability to stand for extended periods.

WORKPLACE RESPONSIBILITY

1. Team members must present themselves in a neat, clean, and professional manner.
2. Team members must follow safety and hygiene protocols, report hazards, and maintain a clean and organized workspace.
3. Build positive relationships through effective communication, teamwork, and respectful behavior to enhance the organization’s reputation.

WORKING CONDITIONS

1. The Bartender works for extended periods in a fast paced environment with high levels of customer interaction, which is exposed to sharp utensils and loud noise levels.
2. The Bartender often works evenings, weekends, holidays, and extended hours when required to align with operational hours.
3. The Bartender consistently stands for extended periods of time, bends, and lifts heavy items.