



Position: Bartender

Department: Food & Beverage

Reports to: Food & Beverage managers and supervisors

FLSA Status: Part-time, Hourly, Non-exempt

Summary:

The bartender provides excellent customer service through offering and selling high-quality beverages to patrons of the Peoria Civic Center in the arena, theater, and convention venues for various events.

Essential Duties and Responsibilities:

- Project a positive image of the Peoria Civic Center through maintaining a well-groomed appearance while wearing the required uniform and serving patrons in a professional manner.
- Arrive at the assigned workstation at the scheduled time.
- Greet and speak with all guests and answer questions in a friendly and helpful manner.
- Serve alcoholic beverages in a manner consistent with company standards.
- Assist with collecting and returning of all bar equipment to include cups, glassware, and serving pieces for each event.
- Assist with preparing garnishes and specialty alcoholic beverages.
- Assist with preparation and set-up of event room/space.
- Prepare tables with place settings as instructed by Supervisor and/or Manager.
- Attend pre-function meetings for briefing of event details.
- Provide the highest level of service in accordance with our standards.
- Identify drink orders when ready and deliver items to tables with appropriate urgency.
- Communicate with food and beverage staff to ensure guest satisfaction.
- Report any customer concerns and/or complaints to Manager or Supervisor.
- Maintain professional relationships with all coworkers.
- Follow checklists and standard operating procedures.
- Maintain a safe, clean, organized, and appropriately stocked work area.
- Maintain full knowledge of current menus, recipes, and other pertinent information.
- Ensure that guests have a positive and memorable experience at each event.
- Maintain constant sanitation, organization, and proper food handling.
- Prepare work area for either opening, mid-shift, or closing in accordance with company standards and practices.
- Breakdown tables and equipment after each event, returning equipment and service ware to proper storage location.

- Punches timeclock in full uniform, ready to work, and no earlier than five minutes prior to shift.
- Other duties as assigned.

Supervisory Responsibilities:

This position has no direct reports, but provides training for new employees as assigned.

Minimum 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.

Education and / or Experience:

- High school diploma/GED required.
- Bartending and register operation experience preferred.

Skill and Abilities:

- English language competency, verbal and written, required.
- Professional verbal communication skills required.
- Ability to multi-task with a high degree of accuracy in a fast-paced service environment.
- Ability to appropriately react to high stress situations with professionalism and a high sense of urgency.
- Ability to acquire and maintain state bartending licensure and food service certifications as required.

Computer Skills:

- Ability to learn POS register systems, and to follow standard operating procedures for their continued use.
- Basic computer skills for communication via email.
- Ability to learn and follow procedures for timeclock use.

Other Qualifications:

- Must have reliable transportation.
- Ability to work a flexible part-time schedule, including evenings, nights, weekends, holidays, according to the event schedule. There is no minimum number of hours scheduled each week.

Working Conditions and 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 move around the facility; speak and hear. This position may require work inside or outside of the building.
- Ability to work extended and/or irregular hours including nights, weekends and holidays as needed. Must have the ability to walk extended distances and climb stairs. Physical requirements include the ability to frequently lift up to 25 lbs., and occasionally up to 50 lbs.

To Apply:

Apply via Indeed.com or the [ASM Global Career Portal](#).

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

Applicants who need reasonable accommodations to complete the application process may contact the Peoria Civic Center Human Resources at mjohnson@peoriaciviccenter.com.