

**Title:** Bartender

**Reports to:** Front of House Manager

**FT/PT:** Part-time

**Permanent/Temporary:** Temporary (9-month contact)

**Wage:** \$15.65

**Work hours:** **Thursday & Friday 4pm to 9pm**

### **Who We Are.**

The Student Association of BCIT is a non-profit student services and advocacy organization at the second largest post-secondary institution in British Columbia. The SA supports and enhances the quality of student life for over 48,000 full-time and part-time students across five campuses. Students lead our organization and drive our strategy. Everything that we do is about increasing the value of the student experience.

### **The Position.**

The Bartender is responsible for serving drinks to customers and other service staff. You open, close, and stock the bar. You give friendly and efficient service to Pub customers with a positive and professional demeanor, accurate order taking, and the ability to balance different tables needs during the service cycle. You are a team player who helps other staff, especially during busy times. Finally, you clean, and stock as needed.

More specifically, your key duties and responsibilities will be the following:

- Set up and close bar
- Prepare drinks as they are ordered and supply glassware to servers
- Answer questions regarding food items or drinks
- Restock inventory as needed, including changing beer kegs and other consumables
- Wash and stock glassware, sort recyclables and maintain bar top cleanliness
- Develop and maintain a solid product knowledge to answer questions
- Monitor customer alcohol intake and refuse service if customer has reached their limit
- Inform management of any difficulties with customers or staff
- Inform customers of upcoming events and promotions within the pub or the greater
- Input orders into POS terminal under the correct table number
- Ensure the number of customers per table is inputted correctly
- Verbally inform kitchen of any abnormal requests or customers with allergies
- Split up bills accurately according to customer needs and print them
- Carry out sales transactions using preferred method of payment, and close bills promptly
- Perform cash out duties and tip out
- Maintain float including change levels
- Perform cash drop for day shift

Other related duties are the following:

- Greet, welcome and ID customers, give them menus, inform them of specials
- Take accurate food and drink orders, including any modifications or special requests
- Analyze orders and suggest combinations of food items to save customers money

- Suggest additions to orders or extra items when appropriate
- Check food quality and accuracy of order
- Deliver order including sauces, cutlery, extra plates and napkins to tables and ensure each customer receives items they ordered
- Check on customers soon after they begin eating and throughout meal, taking additional orders and delivering refills
- Present bills to customers
- Thank customers for their patronage at Habitat Pub

### **YOU. Our Successful Candidate.**

With an open, engaging attitude and willingness to learn, you are someone who promotes teamwork, hard work, customer service, and accountability in line with our culture and objectives. You are positive, innovative, and resourceful with your abilities to preform job duties, or other tasks you are given. Lastly, building rapport with customers with an authentic, friendly, helpful, and professional demeanor will ensure a happy guest, and hopefully a returning guest.

In addition, you must have:

- Communication skills
- Team player
- Multitasking skills
- Customer service skills High School Diploma or equivalent
- Serving it Right Certificate
- Six months of experience in a similar role
- Ability to work under pressure

### Competencies

- Accountability
- Collaboration
- Communication
- Continuous Development
- Creative Thinking
- Cultural Awareness
- Customer Service
- Entrepreneurship
- Leadership
- Organization & Planning
- Problem Solving
- Relationship Building & Networking      Attention to Detail & Accuracy
- Coaching & Mentoring
- Conflict Management
- Subject Matter Expertise

**What You Get in Return.**

We are a fun, dynamic team who are focused on putting forward their best. We focus on collaboration and creating meaningful relationships. Our staff receive discounted parking, 40% off food items, 25% off store items, and free part-time studies courses.

**How to Apply!**

Please submit your resume to [jobs@bcitsa.ca](mailto:jobs@bcitsa.ca) with the subject "**Bartender**".

*Thank you to all candidates who apply. Only those selected for an interview will be contacted. BCITSA encourages applications regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, gender identity, or age. We value equity and diversity in the workplace, and the positive impact that it has on our teams. Upon receiving an interview, you may request accommodation for any accessibility needs.*

*BCITSA respectfully acknowledges that the land on which BCIT's main campuses are located is the traditional and unceded territory of the Coast Salish peoples, specifically the shared traditional territories of the Səlilwətaʔ/Selilwitulh (Tseil-Waututh), Skwxwú7mesh Úxwumixw (Squamish), and xʷ məθkʷəyá m (Musqueam) First Nations.*