

## Bar Supervisor – Job Description

### SUMMARY

Coordinates activities of workers engaged in selling alcoholic beverages for consumption on premises by performing the following duties personally or through subordinate supervisors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Develops and implements training goals and objectives in regards to bar operations.
- Takes order from customers or wait staff and suggestively sells beverages/food to guests.
- Uses a shot glass/jigger or automatic pourer to mixes ingredients such as liquor, soda, water, sugar, and bitters to prepare cocktails and other drinks within recipe guidelines.
- Uses good judgement in not serving alcohol to intoxicated patrons.
- Cards all patrons that appear to be under the legal drinking age and refuses to serve alcohol to minors.
- Serves non-alcoholic beverages, mixed drinks, wine and draught or bottled beer in a friendly courteous manner to ensure guest satisfaction.
- Collects money for food and drinks served and accurately makes change using prescribed cash handling procedures.
- Inventories, estimates and orders foodstuffs, liquors, wines, or other beverages, and supplies per purchasing guidelines.
- Addresses customer's complaints concerning service, food, and beverages to ensure guest satisfaction.
- Inspects establishment and observes workers and patrons to ensure compliance with occupational, health, and safety standards and local liquor regulations.
- Controls departmental expenses according to budget and to prevent waste/spoilage.
- Monitors the competition, market position and market segments.
- Plans and arranges promotional programs and advertisement.

**KHC POLICIES:** Responsible for following all KHC policies and procedures as set forth in the KHC handbook and property specific guidelines/standards. These policies include dress code, safety and performance standards. Employees must also maintain a professional image and report to work as scheduled.

**SUPERVISORY RESPONSIBILITIES:** Directly supervises 1-25 employees in the Bar Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**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.

**EDUCATION and/or EXPERIENCE:** Associate's degree (AA) or equivalent from a two-year college or technical school; or one to two years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read, analyze and interpret general accounting reports, policies & procedures, and instructions. Ability to read and implement safety policies & procedures. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to complaints or inquiries from groups of managers, customers, employees and general public. Ability to communicate clearly in person, by telephone and in writing.

**MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as discounts, interest, commissions and percentages. Ability to accurately handle cash, credit cards and checks. Ability to use basic accounting functions to balance deposits/daily work.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions in mathematical, formula or procedural form and deal with several abstract variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:** May require franchise specific certification.

**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. All bar employees must wear rubber-soled shoes and follow proper safety precautions at all times to avoid injuries.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle, grasp or type; and talk or hear. The employee frequently is required to reach with hands and arms; climb or balance; stoop, kneel, crouch, bend or twist. The employee is occasionally required to sit and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment described here are representative of those an employee encounters while performing the essential functions of this job. All employees must follow proper safety precautions at all times to avoid injuries.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles, temperature extremes from walk in coolers and kitchens and a mild risk of electrical shock and occasionally works with moving mechanical parts such as dishwashers, blenders and mixers, toxic or caustic chemicals.

The noise level in the work environment is usually moderate.

**ACCOMODATION:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**CRISIS MANAGEMENT:** Must be able to handle a crisis in a calm, effective manner. This includes upset guests, fire, tornado, armed robbery and assault, bomb threats and accidents.

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